

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE		PAGE 1 OF 1 PAGES
2. AMENDMENT/MODIFICATION NO. 0002		3. EFFECTIVE DATE 26/Jun/2001	4. REQUISITION/PURCHASE REQ. NO. See Schedule		5. PROJECT NO. (If applicable)
6. ISSUED BY HQ AMC/DOYR 402 Scott Dr., Unit 3A1 Scott AFB, IL 62225-5302  Joyce Pavlak (618) 229-4454		7. ADMINISTERED BY (If other than Item 6)	CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)			(X)	9A. AMENDMENT OF SOLICITATION NO. F11626-01-R-0017	
			X	9B. DATED (SEE ITEM 11) 07/Jun/2001	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE			

### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended.

Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If required) CODE

### 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc). SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

### 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

A. The purpose of this amendment is to change the solicitation from using the procedures under FAR Part 12, Acquisition of Commercial Items, to using the procedures under FAR Part 15, Contracting by Negotiation. The Statement of Need is changed by deleting Paragraph 1.9 (Baltimore) and 1.10 (Charleston), titled "Contractor Acquired Insurance."

B. All pages, including the SF 1149 and Statements of Need, of the solicitation are deleted in their entirety and replaced with the attached pages.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF SIGNER (Type or print)	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	
15C. DATE SIGNED		16C. DATE SIGNED	

<b>SOLICITATION, OFFER AND AWARD</b>			1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING		PAGE OF PAGES 1 1		
2. CONTRACT NUMBER		3. SOLICITATION NUMBER <b>F11626-01-R-0017</b>		4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		5. DATE ISSUED <b>07/Jun/2001</b>		6. REQUISITION/PURCHASE NUMBER <b>See Schedule</b>	
7. ISSUED BY <b>HQ AMC/DOYR 402 Scott Dr., Unit 3A1 Scott AFB, IL 62225-5302</b>				8. ADDRESS OFFER TO (If other than Item 7) <b>CODE FA4428</b>					

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

<b>SOLICITATION</b>												
9. Sealed offers in original and <u>1</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in <b>HQ AMC/DOYR</b> until <u>1200</u> local time <u>9 Jul 01</u> (Hour) (Date)												
CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.												
10. FOR INFORMATION CALL:		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="2">A. NAME <b>Joyce Pavlak</b></td> <td colspan="2">B. TELEPHONE (NO COLLECT CALLS)</td> <td>C. E-MAIL ADDRESS <b>Joyce.Pavlak@scott.af.mil</b></td> </tr> <tr> <td>AREA CODE <b>618</b></td> <td>NUMBER <b>229-4454</b></td> <td>EXT.</td> <td colspan="2"></td> </tr> </table>	A. NAME <b>Joyce Pavlak</b>		B. TELEPHONE (NO COLLECT CALLS)		C. E-MAIL ADDRESS <b>Joyce.Pavlak@scott.af.mil</b>	AREA CODE <b>618</b>	NUMBER <b>229-4454</b>	EXT.		
A. NAME <b>Joyce Pavlak</b>		B. TELEPHONE (NO COLLECT CALLS)		C. E-MAIL ADDRESS <b>Joyce.Pavlak@scott.af.mil</b>								
AREA CODE <b>618</b>	NUMBER <b>229-4454</b>	EXT.										

11. TABLE OF CONTENTS				
(X)	SEC.	DESCRIPTION	PAGE(S)	
PART I - THE SCHEDULE				
<input checked="" type="checkbox"/>	A	SOLICITATION/CONTRACT FORM	1	
<input checked="" type="checkbox"/>	B	SUPPLIES OR SERVICES AND PRICES/COSTS	3	
<input checked="" type="checkbox"/>	C	DESCRIPTION/SPECS./WORK STATEMENT	1	
	D	PACKAGING AND MARKING		
<input checked="" type="checkbox"/>	E	INSPECTION AND ACCEPTANCE	1	
<input checked="" type="checkbox"/>	F	DELIVERIES OR PERFORMANCE	1	
<input checked="" type="checkbox"/>	G	CONTRACT ADMINISTRATION DATA	1	
<input checked="" type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS	1	
PART II - CONTRACT CLAUSES				
<input checked="" type="checkbox"/>	I	CONTRACT CLAUSES	5	
PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.				
<input checked="" type="checkbox"/>	J	LIST OF ATTACHMENTS	1	
PART IV - REPRESENTATIONS AND INSTRUCTIONS				
<input checked="" type="checkbox"/>	K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS	7	
<input checked="" type="checkbox"/>	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	2	
<input checked="" type="checkbox"/>	M	EVALUATION FACTORS FOR AWARD	2	

**OFFER (Must be fully completed by offeror)**

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within SEE Sec L, Para 6 calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)	<input checked="" type="checkbox"/> 10 CALENDAR DAYS (%)	<input type="checkbox"/> 20 CALENDAR DAYS (%)	<input type="checkbox"/> 30 CALENDAR DAYS (%)	<input type="checkbox"/> CALENDAR DAYS (%)
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14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR		CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)	
DUNS: CAGE CODE:					
15B. TELEPHONE NUMBER		15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.		17. SIGNATURE	
AREA CODE	NUMBER			18. OFFER DATE	

**AWARD (To be completed by Government)**

19. ACCEPTED AS TO ITEMS NUMBERED		20. AMOUNT		21. ACCOUNTING AND APPROPRIATION	
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) ) <input type="checkbox"/> 41 U.S.C. 253(c) ( )					
23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)		ITEM			
24. ADMINISTERED BY (If other than Item 7)		CODE	<b>FA4428</b>	25. PAYMENT WILL BE MADE BY	
<b>HQ AMC/DOYR 402 Scott Dr., Unit 3A1 Scott AFB, IL 62225-5302</b>				CODE	
26. NAME OF CONTRACTING OFFICER (Type or print)		27. UNITED STATES OF AMERICA		28. AWARD DATE	
		(Signature of Contracting Officer)			

IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

# CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

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PAGES

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NAME OF OFFEROR OR CONTRACTOR

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	BASE PERIOD 1 OCT 01 - 30 SEP 02 Air Terminal Service for AMC Gateway at Baltimore-Washington IAP, Baltimore, MD				
0001AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need PR # F7331903410200	12	MOS		
0001AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 01 - 31 Mar 02)	1	LOT	\$23,500.00	\$23,500.00
0001AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 02 - 30 Sep 02)	1	LOT	\$23,500.00	\$23,500.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0002	BASE PERIOD 1 OCT 01 - 30 SEP 02 Air Terminal Service for AMC Gateway at Charleston IAP, Charleston, SC				
0002AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need PR# F7331903410300	12	MOS		
0002AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 01 - 31 Mar 02)	1	LOT	\$11,000.00	\$11,000.00
0002AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 02 - 30 Sep 02)	1	LOT	\$11,000.00	\$11,000.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0003	OPTION YEAR 1 - 1 OCT 02 - 30 SEP 03 Air Terminal Service for AMC Gateway at Baltimore-Washington IAP, Baltimore, MD				
0003AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0003AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 02 - 31 Mar 03)	1	LOT	\$23,500.00	\$23,500.00
0003AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 03 - 30 Sep 03)	1	LOT	\$23,500.00	\$23,500.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0004	OPTION YEAR 1 - 1 OCT 02 - 30 SEP 03 Air Terminal Service for AMC Gateway at Charleston IAP, Charleston, SC				
0004AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0004AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 02 - 31 Mar 03)	1	LOT	\$11,000.00	\$11,000.00
0004AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 03 - 30 Sep 03)	1	LOT	\$11,000.00	\$11,000.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				

# CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

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B-2

NAME OF OFFEROR OR CONTRACTOR

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005	OPTION YEAR 2 - 1 OCT 03 - 30 OCT 04 Air Terminal Service for AMC Gateway at Baltimore-Washington IAP, Baltimore, MD				
0005AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0005AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 03 - 31 Mar 04)	1	LOT	\$23,500.00	\$23,500.00
0005AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 04 - 30 Sep 04)	1	LOT	\$23,500.00	\$23,500.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0006	OPTION YEAR 2 - 1 OCT 03 - 30 SEP 04 Air Terminal Service for AMC Gateway at Charleston IAP, Charleston, SC				
0006AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0006AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 03 - 31 Mar 04)	1	LOT	\$11,000.00	\$11,000.00
0006AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 04 - 30 Sep 04)	1	LOT	\$11,000.00	\$11,000.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0007	OPTION YEAR 3 - 1 OCT 04 - 30 SEP 05 Air Terminal Service for AMC Gateway at Baltimore-Washington IAP, Baltimore, MD				
0007AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0007AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 04 - 31 Mar 05)	1	LOT	\$23,500.00	\$23,500.00
0007AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 05 - 30 Sep 05)	1	LOT	\$23,500.00	\$23,500.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0008	OPTION YEAR 3 - 1 OCT 04 - 30 SEP 05 Air Terminal Service for AMC Gateway at Charleston IAP, Charleston, SC				
0008AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0008AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 04 - 31 Mar 05)	1	LOT	\$11,000.00	\$11,000.00
0008AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 05 - 30 Sep 05)	1	LOT	\$11,000.00	\$11,000.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				

# CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

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B-3

NAME OF OFFEROR OR CONTRACTOR

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0009	OPTION YEAR 4 - 1 OCT 05 - 30 SEP 06 Air Terminal Service for AMC Gateway at Baltimore-Washington IAP, Baltimore, MD				
0009AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0009AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 05 - 31 Mar 06)	1	LOT	\$23,500.00	\$23,500.00
0009AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 06 - 30 Sep 06)	1	LOT	\$23,500.00	\$23,500.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				
0010	OPTION YEAR 4 - 1 OCT 05 - 30 SEP 06 Air Terminal Service for AMC Gateway at Charleston IAP, Charleston, SC				
0010AA	Provide Complete Gateway Services for AMC IAW attached Statement of Need	12	MOS		
0010AB	Maximum Award Fee - 1st Evaluation Period (1 Oct 05 - 31 Mar 06)	1	LOT	\$11,000.00	\$11,000.00
0010AC	Maximum Award Fee - 2nd Evaluation Period (1 Apr 06 - 30 Sep 06)	1	LOT	\$11,000.00	\$11,000.00
	NOTE: Award fee amounts cited above are the maximum amounts that can be earned during each evaluation period. Unearned amounts cannot be recouped in subsequent evaluation periods.				

**SOLICITATION NO: F11626-01-R-00017**

**CONTRACT NO:**

**PART I - THE SCHEDULE**

**SECTION C**

**DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**

The contractor shall provide Commercial Gateway Services at Baltimore-Washington International Airport and Charleston International Airport in accordance with the Statements of Need, dated 21 Jun 01, Attachments 1 and 3, respectively.

**PART I - THE SCHEDULE**  
**SECTION E**  
**INSPECTION AND ACCEPTANCE**

1. The following clauses are incorporated by reference:

<b><u>FAR</u></b> <b><u>NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>52.246-4</b>	<b>INSPECTION OF SERVICES - FIXED PRICE</b>	<b>AUG 1996</b>

<b><u>DEFENSE</u></b> <b><u>FAR SUP</u></b> <b><u>NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>252.246-7000</b>	<b>MATERIAL INSPECTION AND RECEIVING REPORT</b>	<b>DEC 1991</b>

**2. INSPECTION AND ACCEPTANCE OF SERVICES.** Inspection and acceptance of the services will be performed at Baltimore-Washington International Airport and Charleston International Airport by the Quality Assurance Evaluator.

**PART I - THE SCHEDULE**  
**SECTION F**  
**DELIVERIES OR PERFORMANCE**

<b><u>FAR</u></b> <b><u>NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>52.242-17</b>	<b>GOVERNMENT DELAY OF WORK</b>	<b>APR 1984</b>

**1. PERIOD OF PERFORMANCE**

Performance under this contract shall be from 1 Oct 01, or date of award, whichever occurs later, through 30 Sep 02 (30 Sep 03 if Option Year One is exercised; 30 Sep 04 if Option Year Two is exercised, 30 Sep 05 if Option Year Three is exercised; and 30 Sep 06 if Option Year Four is exercised).



**PART I - THE SCHEDULE**  
**SECTION G**  
**CONTRACT ADMINISTRATION DATA**

**5352.232-9000 REMITTANCE ADDRESS (MAY 1996/AFFARS)**

If the remittance address is different from the mailing address, enter the remittance address below. Failure to provide this information may impact payment.

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**PART I - THE SCHEDULE**  
**SECTION H**  
**SPECIAL CONTRACT REQUIREMENTS**

**1. POST AWARD CONFERENCE**

A Post Award Conference will be held after contract award and prior to commencement of any work under this contract. The Contractor's authorized representative shall attend the Post Award Conference. Exact date, time and location will be provided in writing by the Contracting Officer at least 10 days prior to the conference.

**2. REQUIRED INSURANCE**

The Contractor shall procure and maintain the following minimum kinds of insurance during the entire period of performance under this contract:

<u>TYPE</u>	<u>AMOUNT</u>
(a) Worker's Compensation and Occupational Coverage in accordance with statutory limits. Employer's Liability Coverage with a minimum limit of	\$100,000.00
(b) Comprehensive General Liability with Minimum Limits of	\$500,000.00 per occurrence \$500,000.00 per occurrence for property damage

NOTE: The requirement for Workmen's Compensation Insurance and Employer's Liability Insurance is mandatory for designated contractors and subcontractors only with respect to those employees who are citizens of the United States or residents of the United States and were hired by the contractor in the United States. Contractors employing foreign nationals will be required to comply with the labor laws appropriate to that country.

**3. AWARD FEE**

a. In addition to the other compensation set forth herein, the contractor may earn and be paid for all or a portion of an Award Fee not to exceed the maximum authorized in Section B for the specified evaluation period, as determined by the Fee Determining Official (FDO).

b. Determination of Award Fee, if any, earned by the contractor. and payment thereof, shall be made semi-annually. The semi-annual amount provided in Section B will be available for award during each six month evaluation period. In no event shall any Award Fee be earned or paid in excess of the amount established as the maximum. Unearned award fee cannot be recouped in subsequent evaluation periods.

c. Before an evaluation period is started, the government may unilaterally modify the award fee performance evaluation criteria and performance evaluation areas applicable to the evaluation period.

**PART II - CONTRACT CLAUSES  
SECTION I  
CONTRACT CLAUSES**

1. The following clauses are incorporated by reference:

<b><u>FAR NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
52.202-1	DEFINITIONS	MAY 2001
52.203-3	GRATUITIES	APR 1984
52.203-5	COVENANT AGAINST CONTINGENT FEES	APR 1984
52.203-6	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT	JUL 1995
52.203-7	ANTI-KICKBACK PROCEDURES	JUL 1995
52.203-8	CANCELLATION, RESCISSION, AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997
52.203-10	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997
52.203-12	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	JUN 1997
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER	AUG 2000
52.209-6	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT	JUL 1995
52.215-2	AUDIT AND RECORDS	JUN 1999
52.215-8	ORDER OF PRECEDENCE -- UNIFORM CONTRACT FORMAT	OCT 1997
52.215-10	PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA	OCT 1997
52.215-12	SUBCONTRACTOR COST OR PRICING DATA	OCT 1997
52.215-15	PENSION ADJUSTMENTS AND ASSET REVERSIONS	DEC 1998
52.215-18	REVERSION OR ADJUSTMENT OF PLANS FOR POSTRETIREMENT BENEFITS (PRB) OTHER THAN PENSIONS	OCT 1997
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA - - MODIFICATIONS	OCT 1997
52.217-8	OPTION TO EXTEND SERVICES (NOTE: The last sentence is revised to read "The Contracting Officer may exercise the option by written notice to the contractor at least 15 calendar days prior to expiration of the existing contract.")	NOV 1999

**SOLICITATION NO: F11626-01-R-0017**  
**CONTRACT NO:**

<b><u>FAR NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>52.217-9</b>	<b>OPTION TO EXTEND THE TERM OF THE CONTRACT</b> The blanks are completed as follows: a) The Government may extend the term of this contract <u>by written notice to the contractor not later than 15 calendar days prior</u> <u>to expiration of the existing contract</u> provided, that the Government gives the Contractor a preliminary written notice of its intent to extend <u>at least 15 calendar</u> days before the contract expires. (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years, 6 months. (NOTE: This clause cannot be used to exercise an option year of the contract subsequent to exercise of FAR 52.217-8.)	<b>MAR 2000</b>
<b>52.219-6</b>	<b>NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE</b>	<b>JUL 1996</b>
<b>52.219-8</b>	<b>UTILIZATION OF SMALL BUSINESS CONCERNS</b>	<b>OCT 2000</b>
<b>52.219-14</b>	<b>LIMITATIONS ON SUBCONTRACTING</b>	<b>DEC 1996</b>
<b>52.222-1</b>	<b>NOTICE TO THE GOVERNMENT OF LABOR DISPUTES</b>	<b>FEB 1997</b>
<b>52.222-3</b>	<b>CONVICT LABOR</b>	<b>AUG 1996</b>
<b>52.222-21</b>	<b>PROHIBITION OF SEGREGATED FACILITIES</b>	<b>FEB 1999</b>
<b>52.222-26</b>	<b>EQUAL OPPORTUNITY</b>	<b>FEB 1999</b>
<b>52.222-29</b>	<b>NOTIFICATION OF VISA DENIAL</b>	<b>FEB 1999</b>
<b>52.222-35</b>	<b>AFFIRMATIVE ACTION FOR DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA</b>	<b>APR 1998</b>
<b>52.222-36</b>	<b>AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES</b>	<b>JUN 1998</b>
<b>52.222-37</b>	<b>EMPLOYMENT REPORTS ON DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA</b>	<b>JAN 1999</b>
<b>52.222-41</b>	<b>SERVICE CONTRACT ACT OF 1965, AS AMENDED</b>	<b>MAY 1989</b>
<b>52.222-43</b>	<b>FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT ACT--PRICE ADJUSTMENT (MULTIPLE YEAR AND OPTION CONTRACTS)</b>	<b>MAY 1989</b>
<b>52.223-6</b>	<b>DRUG-FREE WORKPLACE</b>	<b>MAR 2001</b>
<b>52.223-14</b>	<b>TOXIC CHEMICAL RELEASE REPORTING</b>	<b>OCT 2000</b>
<b>52.224-1</b>	<b>PRIVACY ACT NOTIFICATION</b>	<b>APR 1984</b>
<b>52.224-2</b>	<b>PRIVACY ACT</b>	<b>APR 1984</b>
<b>52.225-13</b>	<b>RESTRICTIONS ON CERTAIN FOREIGN PURCHASES</b>	<b>JUL 2000</b>
<b>52.226-1</b>	<b>UTILIZATION OF INDIAN ORGANIZATIONS AND INDIAN-OWNED ECONOMIC ENTERPRISES</b>	<b>JUN 2000</b>
<b>52.227-1</b>	<b>AUTHORIZATION AND CONSENT</b>	<b>JUL 1995</b>
<b>52.227-2</b>	<b>NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT</b>	<b>AUG 1996</b>
<b>52.228-5</b>	<b>INSURANCE--WORK ON A GOVERNMENT INSTALLATION</b>	<b>JAN 1997</b>
<b>52.229-3</b>	<b>FEDERAL, STATE, AND LOCAL TAXES</b>	<b>JAN 1991</b>
<b>52.229-5</b>	<b>TAXES--CONTRACTS PERFORMED IN U.S. POSSESSIONS OR PUERTO RICO</b>	<b>APR 1984</b>
<b>52.232-8</b>	<b>DISCOUNTS FOR PROMPT PAYMENT</b>	<b>MAY 1997</b>
<b>52.232-9</b>	<b>LIMITATION ON WITHHOLDING OF PAYMENTS</b>	<b>APR 1984</b>
<b>52.232-11</b>	<b>EXTRAS</b>	<b>APR 1984</b>
<b>52.232-17</b>	<b>INTEREST</b>	<b>JUN 1996</b>
<b>52.232-18</b>	<b>AVAILABILITY OF FUNDS</b> (NOTE: This clause applies to all contract periods)	<b>APR 1984</b>

<b><u>FAR NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
52.232-23	ASSIGNMENT OF CLAIMS	JAN 1986
	ALTERNATE I	APR 1984
52.232-25	PROMPT PAYMENT	MAY 2001
	The blank in para (b)(1) is completed as follows: 30 <sup>th</sup>	
52.232-33	PAYMENTS BY ELECTRONIC FUNDS TRANSFER - CENTRAL CONTRACTOR REGISTRATION	MAY 1999
52.233-1	DISPUTES	DEC 1998
	ALTERNATE I	DEC 1991
52.233-3	PROTEST AFTER AWARD	AUG 1996
52.237-3	CONTINUITY OF SERVICES	JAN 1991
52.242-13	BANKRUPTCY	JUL 1995
52.243-1	CHANGES--FIXED-PRICE	AUG 1987
	ALTERNATE I	APR 1984
52.245-2	GOVERNMENT PROPERTY (FIXED-PRICE CONTRACTS)	DEC 1989
52.246-25	LIMITATION OF LIABILITY - SERVICES	FEB 1997
52.248-1	VALUE ENGINEERING	FEB 2000
52.249-2	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (FIXED-PRICE)	SEP 1996
52.249-8	DEFAULT (FIXED-PRICE SUPPLY AND SERVICE) ALTERNATE I	APR 1984 APR 1984
<b>DEFENSE</b>		
<b><u>FAR SUP NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
252.203-7001	PROHIBITION ON PERSONS CONVICTED OF FRAUD OR OTHER DEFENSE-CONTRACT- RELATED FELONIES	MAR 1999
252.203-7002	DISPLAY OF DOD HOTLINE POSTER	DEC 1991
252.204-7000	DISCLOSURE OF INFORMATION	DEC 1991
252.204-7003	CONTROL OF GOVERNMENT PERSONNEL WORK PRODUCT	APR 1992
252.204-7004	REQUIRED CENTRAL CONTRACTOR REGISTRATION	MAR 2000
252.205-7000	PROVISION OF INFORMATION TO COOPERATIVE AGREEMENT HOLDERS	DEC 1991
252.209-7000	ACQUISITION FROM SUBCONTRACTORS SUBJECT TO ON-SITE INSPECTION UNDER THE INTERMEDIATE-RANGE NUCLEAR FORCES (INF) TREATY	NOV 1995
252.209-7004	SUBCONTRACTING WITH FIRMS THAT ARE OWNED OR CONTROLLED BY THE GOVERNMENT OF A TERRORIST COUNTRY	MAR 1998
252.215-7000	PRICING ADJUSTMENTS	DEC 1991
252.215-7002	COST ESTIMATING SYSTEM REQUIREMENTS	OCT 1998
252.223-7004	DRUG-FREE WORK FORCE	SEP 1988
252.223-7006	PROHIBITION ON STORAGE AND DISPOSAL OF TOXIC AND HAZARDOUS MATERIALS	APR 1993
252.225-7026	REPORTING OF CONTRACT PERFORMANCE OUTSIDE THE UNITED STATES	JUN 2000
252.231-7000	SUPPLEMENTAL COST PRINCIPLES	DEC 1991
252.242-7000	POSTAWARD CONFERENCE	DEC 1991

**DEFENSE  
FAR SUP  
NUMBER**

**CLAUSE TITLE**

**DATE**

**252.243-7001  
252.245-7001**

**PRICING OF CONTRACT MODIFICATIONS  
REPORTS OF GOVERNMENT PROPERTY**

**DEC 1991  
MAY 1994**

**AIR FORCE FAR  
SUP NUMBER**

**CLAUSE TITLE**

**DATE**

**5352.223-9000**

**ELIMINATION OF USE OF CLASS I OZONE  
DEPLETING SUBSTANCES (ODS)**

**MAY 1996**

For the purposes of this clause, the blank in para (d)  
is completed as follows:  
specific approval has been obtained to require use of the  
following substances: None

**2. 52.215-19 NOTIFICATION OF OWNERSHIP CHANGES (OCT 1997)**

(a) The Contractor shall make the following notifications in writing:

(1) When the Contractor becomes aware that a change in its ownership has occurred, or is certain to occur, that could result in changes in the valuation of its capitalized assets in the accounting records, the Contractor shall notify the Administrative Contracting Officer (ACO) within 30 days.

(2) The Contractor shall also notify the ACO within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership.

(b) The Contractor shall --

(1) Maintain current, accurate, and complete inventory records of assets and their costs;

(2) Provide the ACO or designated representative ready access to the records upon request;

(3) Ensure that all individual and grouped assets, their capitalized values, accumulated depreciation or amortization, and remaining useful lives are identified accurately before and after each of the Contractor's ownership changes; and

(4) Retain and continue to maintain depreciation and amortization schedules based on the asset records maintained before each Contractor ownership change.

(c) The Contractor shall include the substance of this clause in all subcontracts under this contract that meet the applicability requirement of FAR 15.408(k).

**4. 52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 1989/FAR)**

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

<u>Location</u>	<u>Employee Class</u>	<u>Monetary Wage-Fringe Benefits</u>
Charleston IAP, SC	Customer Service Gateway Agent	\$9.68
Charleston IAP, SC	Lead Customer Service Gateway Agent	\$10.88
Chaleston IAP, SC	Senior Customer Service Gateway Agent	\$13.85
Baltimore-Washington IAP, MD	Customer Service Gateway Agent	\$10.84
Baltimore-Washington IAP, MD	Lead Customer Service Gateway Agent	\$11.90
Baltimore-Washington IAP, MD	Senior Customer Service Gateway Agent	\$12.95

**5. 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998/FAR)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://farsite.hill.af.mil/>

**8. 52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)**

(a) The use in the solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Department of Defense Supplement to the Federal Acquisition Regulation (48 CFR Chapter 2 ) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

**PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS**  
**SECTION J**  
**LIST OF ATTACHMENTS**

<b><u>ATCH /EXHIBIT NUMBER</u></b>	<b><u>TITLE</u></b>	<b><u>DATE</u></b>	<b><u>NR OF PAGES</u></b>
1	STATEMENT OF NEED-BALTIMORE	26 Jun 2001	13
2	AWARD FEE PLAN-BALTIMORE	11 Jun 2001	12
3	STATEMENT OF NEED-CHARLESTON	26 Jun 2001	13
4	AWARD FEE PLAN-CHARLESTON	11 Jun 2001	12
5	WAGE DETERMINATION	15 Jul 2000	4
6	PERFORMANCE QUESTIONNAIRE	8 May 2001	4



**PART IV - REPRESENTATIONS AND INSTRUCTIONS**  
**SECTION K**  
**REPRESENTATIONS, CERTIFICATIONS, AND**  
**OTHER STATEMENTS OF OFFERORS OR RESPONDENTS**

**1. The following clauses are incorporated by reference:**

<b><u>FAR NUMBER</u></b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>52.203-11</b>	<b>CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS</b>	<b>APR 1991</b>
<b>DEFENSE FAR SUP NUMBER</b>	<b><u>CLAUSE TITLE</u></b>	<b><u>DATE</u></b>
<b>252.209-7001</b>	<b>DISCLOSURE OF OWNERSHIP OR CONTROL BY THE GOVERNMENT OF A TERRORIST COUNTRY</b>	<b>MAR 1998</b>
<b>252.209-7003</b>	<b>COMPLIANCE WITH VETERANS' EMPLOYMENT REPORTING REQUIREMENTS</b>	<b>MAR 1998</b>

**2. 52.203-2 CERTIFICATE OF INDEPENDENT PRICE DETERMINATION (APR 1985/FAR)**

(a) The offeror certifies that--

(1) The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered;

(2) The prices in this offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory--

(1) Is the person in the offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision; or

(2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision

---

*[insert full name of person(s) in the offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the offeror's organization];*

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision; and

(iii) As an agent, has not personally participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) of this provision.

(c) If the offeror deletes or modifies subparagraph (a)(2) of this provision, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

**3. 52.204-3 TAXPAYER IDENTIFICATION (OCT 1998/FAR)**

(a) Definitions.

"Common parent," as used in this solicitation provision, means that corporate entity that owns or controls an affiliated group of corporations that files its Federal income tax returns on a consolidated basis, and of which the offeror is a member.

"Taxpayer Identification Number (TIN)," as used in this provision, means the number required by the Internal Revenue Service (IRS) to be used by the offeror in reporting income tax and other returns. The TIN may be either a Social Security Number or an Employer Identification Number.

(b) All offerors must submit the information required in paragraphs (d) through (f) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M and implementing regulations issued by the IRS. If the resulting contract is subject to the reporting requirements described in Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror to furnish the information may result in a 31 percent reduction of payments otherwise due under the contract.

(c) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(d) Taxpayer Identification Number (TIN).

☐ TIN:\_\_\_\_\_.

☐ TIN has been applied for.

☐ TIN is not required because:

☐ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

☐ Offeror is an agency or instrumentality of a foreign government;

☐ Offeror is an agency or instrumentality of a Federal Government;

☐ Other. State basis.\_\_\_\_\_

☐ Type of organization.

☐ Sole proprietorship;

☐ Partnership;

☐ Corporate entity (not tax-exempt):

☐ Corporate entity (tax-exempt):

- ☐ Government entity (Federal, State, or local);
- ☐ Foreign government;
- ☐ International organization per 26 CFR 1.6049-4;
- ☐ Other \_\_\_\_\_.

(f) Common Parent.

V Offeror is not owned or controlled by a common parent as defined in paragraph (a) of this provision.

☐ Name and TIN of common parent:

Name\_\_\_\_\_

TIN\_\_\_\_\_

**4. 52.209-5 – CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS (APR 2001)**

(a) (1) The Offeror certifies, to the best of its knowledge and belief, that --

(i) The Offeror and/or any of its Principals --

(A) Are ☐ are not ☐ presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;

(B) Reserved

(C) Reserved

and

(D) Have ☐ have not ☐ within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for : commission of fraud or a criminal offense in conjunction with obtaining, attempting to obtain, or performing a public (Federal, state or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion or receiving stolen property; and

(E) Are ☐ are not ☐ presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in subdivision

(a)(1)(i)(D) of this provision.

(ii) Reserved

(iii) The Offeror has ☐ has not ☐, within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) "Principals," for the purposes of this certification, means officers; directors; owners; partners; and, persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

This Certification Concerns a Matter Within the Jurisdiction of an Agency of the United States and the Making of a False, Fictitious, or Fraudulent Certification May Render the Maker Subject to Prosecution Under Section 1001, Title 18, United States Code.

- (b) The Offeror shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- (c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror's responsibility. Failure of the Offeror to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Offeror nonresponsible.
- (d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- (e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

**5. 52.219-1 SMALL BUSINESS PROGRAM REPRESENTATIONS MAY 2001/FAR)**

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is 488119.

(2) The small business size standard is \$5,000,000.00.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b) *Representations.*

(1) The offeror represents as part of its offer that it [ ] is, [ ] is not a small business concern.

(2) (Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.) The offeror represents, for general statistical purposes, that it [ ] is, [ ] is not, a small disadvantaged business concern as defined in 13 CFR 124.1002.

(3) (Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.) The offeror represents as part of its offer that it [ ] is, [ ] is not a women-owned small business concern.

(4) (Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.) The offeror represents as part of its offer that it [ ] is, [ ] is not a veteran-owned small business concern.

(5) (Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (b)(4) of this provision.) The offeror represents as part of its offer that it is [ ] is, [ ] is not a service-disabled veteran-owned small business concern.

(c) *Definitions.* As used in this provision--

*"Service-disabled veteran-owned small business concern"-*

(1) Means a small business concern-

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

*"Small business concern,"* means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and the size standard in paragraph (a) of this provision.

*"Veteran-owned small business concern"* means a small business concern-

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

*"Women-owned small business concern,"* means a small business concern --

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

(d) *Notice.*

(1) If this solicitation is for supplies and has been set aside, in whole or in part, for small business concerns, then the clause in this solicitation providing notice of the set-aside contains restrictions on the source of the end items to be furnished.

(2) Under 15 U.S.C. 645(d), any person who misrepresents a firm's status as a small, HUBZone small, small disadvantaged, or women-owned small business concern in order to obtain a contract to be awarded under the preference programs established pursuant to section 8(a), 8(d), 9, or 15 of the Small Business Act or any other provision of Federal law that specifically references section 8(d) for a definition of program eligibility, shall --

(i) Be punished by imposition of fine, imprisonment, or both;

(ii) Be subject to administrative remedies, including suspension and debarment; and

(iii) Be ineligible for participation in programs conducted under the authority of the Act.

(End of Provision)

**Alternate I (Oct 2000).** Add the following paragraph (b)(6) to the basic provision:

(6) [Complete only if offeror represented itself as small business concern in paragraph (b)(1) of this provision]. The offeror represents, as part of its offer, that--

(i) It \_\_\_ is, \_\_\_ is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal office, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR Part 126; and

(ii) It \_\_\_ is, \_\_\_ is not a joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (b)(6)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating in the joint venture. [The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture: \_\_\_\_\_.] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

**Alternate II (Oct 2000).** Add the following paragraph (b)(7) to the basic provision:

(7) [Complete if offeror represented itself as disadvantaged in paragraph (b)(2) of this provision.] The offeror shall check the category in which its ownership falls:

\_\_\_ Black American.

\_\_\_ Hispanic American.

\_\_\_ Native American (American Indians, Eskimos, Aleuts, or Native Hawaiians).

\_\_\_ Asian-Pacific American (persons with origins from Burma, Thailand, Malaysia, Indonesia, Singapore, Brunei, Japan, China, Taiwan, Laos, Cambodia (Kampuchea), Vietnam, Korea, The Philippines, U.S. Trust Territory of the Pacific Islands (Republic of Palau), Republic of the Marshall Islands, Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, Guam, Samoa, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu, or Nauru).

\_\_\_ Subcontinent Asian (Asian-Indian) American (persons with origins from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands, or Nepal).

\_\_\_ Individual/concern, other than one of the preceding.

## **6. 52.223-13 CERTIFICATION OF TOXIC CHEMICAL RELEASE REPORTING (OCT 2000)**

(a) Submission of this certification is a prerequisite for making or entering into this contract imposed by Executive Order 12969, August 8, 1995.

(b) By signing this offer, the offeror certifies that --

(1) As the owner or operator of facilities that will be used in the performance of this contract that are subject to the filing and reporting requirements described in section 313 of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA) (42 U.S.C. 11023) and section 6607 of the Pollution Prevention Act of 1990 (PPA) (42 U.S.C. 13106), the offeror will file and continue to file for such

facilities for the life of the contract the Toxic Chemical Release Inventory Form (Form R) as described in sections 313(a) and (g) of EPCRA and section 6607 of PPA; or

(2) None of its owned or operated facilities to be used in the performance of this contract is subject to the Form R filing and reporting requirements because each such facility is exempt for at least one of the following reasons: [Check each block that is applicable.]

☐ (i) The facility does not manufacture, process, or otherwise use any toxic chemicals listed under section 313(c) of EPCRA, 42 U.S.C. 11023(c);

☐ (ii) The facility does not have 10 or more full-time employees as specified in section 313(b)(1)(A) of EPCRA, 42 U.S.C. 11023(b)(1)(A);

☐ (iii) The facility does not meet the reporting thresholds of toxic chemicals established under section 313(f) of EPCRA, 42 U.S.C. 11023(f) (including the alternate thresholds at 40 CFR 372.27, provided an appropriate certification form has been filed with EPA);

☐ (iv) The facility does not fall within Standard Industrial Classification Code (SIC) major groups 20 through 39 or their corresponding North American Industry Classification System (NAICS) sectors 31 through 33; or

☐ (v) The facility is not located within any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, Guam, American Samoa, the United States Virgin Islands, the Northern Mariana Islands, or any other territory or possession over which the United States has jurisdiction.

**PART IV - REPRESENTATIONS AND INSTRUCTIONS**  
**SECTION L**  
**INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS OR RESPONDENTS**

1. The following provisions are incorporated by reference.

<b><u>FAR NUMBER</u></b>	<b><u>PROVISION TITLE</u></b>	<b><u>DATE</u></b>
52.204-6	DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER	JUN 1999
52.215-1	INSTRUCTIONS TO OFFERORS -- COMPETITIVE ACQUISITIONS	MAY 2001
52.215-5	FACSIMILE PROPOSAL	OCT 1997
52.215-20	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA	OCT 1997
52.216-1	TYPE OF CONTRACT The Government contemplates award of a fixed price-award fee contract resulting from this solicitation.	APR 1984
52.216-27	SINGLE OR MULTIPLE AWARDS	OCT 1995
52.222-24	PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE EVALUATION	FEB 1999
52.233-2	SERVICE OF PROTEST The blank in para (a) is completed as follows: (SAME AS SF 33, BLOCK 7).	AUG 1996
52.237-1	SITE VISIT	APR 1984

<b><u>DEFENSE FAR SUP NUMBER</u></b>	<b><u>PROVISION TITLE</u></b>	<b><u>DATE</u></b>
252.204-7001	COMMERCIAL AND GOVERNMENT ENTITY (CAGE) CODE REPORTING	AUG 1999

**2. 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998/FAR)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. [The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this address: <http://farsite.hill.af.mil/>

**3. 5352.215-9001 NOTICE OF PRE-BID/PRE-PROPOSAL CONFERENCE (MAY 1996/AFFARS)**

(a) A pre-bid/pre-proposal conference will be conducted at the AMC Counter in the International pier in Baltimore on 24 Jun 01 at 1300 and at the AMC Counter in Terminal 2 in Charleston on 25 Jun 01 at 1300 for the purpose of answering questions regarding this solicitation.

(b) A record of the conference shall be made and furnished to all prospective bidders/offerors. The record should include minutes of the meeting, including questions (on a non-attribution basis) and answers.



**SOLICITATION NO: F11626-01-R-0017**

**4. QUESTIONS AND ANSWERS.** Offerors are requested to submit questions to the point of contact in Block 7 of the SF 33 not later than 29 Jun 01 to ensure adequate time to research and disseminate answers to prospective offerors prior to solicitation closing date. Questions may be faxed to 618-256-8316 or submitted via email to [contracts.doyr@scott.af.mil](mailto:contracts.doyr@scott.af.mil). Terms of the solicitation and specifications remain unchanged unless the solicitation is amended in writing. If an amendment is issued, normal procedures relating to the acknowledgment and receipt of solicitation amendments shall apply.

**5. PUBLICATIONS/FORMS**

All technical manuals, regulations and publications are available for review on the Internet using the web site <http://afpubs.hq.af.mil/> for Air Force and <http://afpubs.hq.af.mil/dodlinks.asp> for DoD publications.

**6. MINIMUM OFFER ACCEPTANCE PERIOD**

“Acceptance period” as used in this provision, means the number of calendar days available to the Government for awarding a contract from the date specified in this solicitation for receipt of offers. This provision supersedes any language pertaining to the acceptance period that may appear elsewhere in this solicitation. The Government requires a minimum acceptance period of 90 calendar days. An offer allowing less than the Government’s minimum acceptance period may be rejected. The offeror agrees to execute all that it has undertaken to do, in compliance with its offer, if that offer is accepted within the acceptance period stated above.

**7. INSTRUCTIONS TO OFFERS**

a. *Submission of offers.* Offerors are required to complete Blocks 14 and 15 of the SF33 and Section K , Representations, Certifications and Other Statements of Offerors or Respondents. The offeror shall insert its proposed unit and extended prices for each Contract Line Item Number (CLIN) on pages B-1 and B-2. In doing so, the offeror accedes to the contract terms and conditions as written in the RFP. Submit offers to the address in block 7 of the SF 33 by the time and date specified in block 9.

**(1) PAST PERFORMANCE INFORMATION**

(i) Quality and Satisfaction Rating for Contracts Completed in the Past Three Years: Provide any information currently available (letters, metrics, customer surveys, independent surveys, etc.) which demonstrates customer satisfaction with overall job performance and quality of completed product for same or similar type contract. In addition, explain corrective actions taken in the past, if any, for substandard performance and any current performance problems.

(ii) Past Performance Surveys: The Government will evaluate the quality and extent of offeror’s experience deemed relevant to the requirements of this RFP. The Government will use information submitted by the offeror and other sources, such as other Federal Government offices and commercial sources, to assess experience. Offerors shall provide the Performance Survey to Contracting Officers who administer contracts which provide equivalent services for Federal agencies and commercial customers within the last 3 years. Relevant contracts include, but are not limited to, air terminal services. Offerors shall ask the Contracting Officers (or equivalent) to complete and return the Performance Survey to the Contracting Office not later than the date and time in Block 7 of the SF 33. The evaluation of past performance information will take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition.

**(2) Submitted documents must be fully responsive to and consistent with the following:**

(i) Requirements of the RFP (CLINs & SON) and government standards and regulations pertaining to the SON.

(ii) Evaluation Factors for Award as stated in the RFP.

**PART IV-REPRESENTATIONS AND INSTRUCTIONS**  
**SECTION M**  
**EVALUATION FACTORS FOR AWARD**

1. The following provision is incorporated by reference:

<b><u>FAR</u></b> <b><u>NUMBER</u></b>	<b><u>PROVISION TITLE</u></b>	<b><u>DATE</u></b>
<b>52.217-5</b>	<b>EVALUATION OF OPTIONS</b>	<b>JUL 1990</b>

**2. EVALUATION FOR AWARD**

a) This is a competitive best value acquisition in which the Government will award a contract resulting from this solicitation to the offeror whose offer conforms to the solicitation requirements, is considered technically acceptable, and provides the best value to the Government, considering price and past performance. Competing offerors' past and present performance history will be evaluated on a basis more important than price. The evaluation process shall proceed as follows:

(1) Technical Evaluation. By completing Blocks 14 and 15 of the SF 33 the offeror accedes to the contract terms and conditions and all technical requirements. In addition, the government may conduct a pre-award survey to determine an offeror's responsibility.

(2) All technically acceptable offers will initially be ranked according to price, including any option prices, if applicable. An offeror's proposed prices will be determined by multiplying the quantities identified on pages B-1 and B-2 by the proposed unit price for each Contract Line Item Number or Subcontract Line Item Number to confirm the extended amount for each.

(3) Finally, all technically acceptable offerors will receive a performance confidence assessment rating. The contracting officer will assign a rating of Exceptional/High Confidence, Very Good/ Significant Confidence, Satisfactory/ Confidence, Neutral/Unknown Confidence, Marginal/Little Confidence, or Unsatisfactory/No Confidence. The purpose of the past performance evaluation is to allow the Government to assess the offeror's ability to perform the effort described in this RFP, based on the offeror's demonstrated present and past performance. Past performance regarding predecessor companies, key personnel who have relevant experience, or sub-contractors that will perform major or critical aspects of the requirement will not be rated as highly as past performance for the principal offeror. Offerors with no relevant past or present performance history shall receive the rating "neutral," meaning the rating is treated neither favorably nor unfavorably. The Government reserves the right to factor in performance data independently obtained from Government and commercial sources.

(4) If the lowest priced evaluated offer is judged to have an exceptional performance risk rating, that offer represents the best value for the Government. Award shall be made to that offeror without further consideration of any other offers.

(5) The Government reserves the right to award a contract to other than the lowest priced offer if that offeror is judged to have a performance risk rating of "very good" or lower. In that event, the contracting officer shall make a best value award decision.

(6) Offerors are cautioned to submit sufficient information and in the format specified in FAR 52.212-1. Offeror's may be asked to clarify certain aspects of their proposal (for example, the relevance of past performance information) or respond to adverse past performance information to which the offeror has not previously had an opportunity to respond. Communication conducted to resolve minor or clerical errors will not constitute discussions and the contracting officer reserves the right to award a contract without the opportunity for proposal revision.

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b). Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

c). A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

**CONTRACTED COMMERCIAL PASSENGER SERVICE  
FOR THE  
AIR MOBILITY COMMAND  
COMMERCIAL GATEWAY  
AT  
BALTIMORE-WASHINGTON INTERNATIONAL AIRPORT**

**1. DESCRIPTION OF SERVICES.** The contractor shall, except as specified in this Statement of Need (SON) as government furnished materials or services, provide all personnel, supervision, and any items and services necessary to perform full Commercial Passenger Services for the Air Mobility Command (AMC) Commercial Gateway as defined in this SON for Baltimore-Washington International Airport (IAP), Baltimore, Maryland. The contractor shall process, up/download, and document the movement of passengers. The contractor shall assist distressed passengers. The contractor shall provide Electronic Data Interchange for manifesting passengers and cargo, creating and transmitting reports/messages, to ensure intransit visibility (ITV) as well as accomplishing general communications. The contractor shall establish manual processing procedures in the event of loss of automated systems. The contractor shall submit reports and documentation as identified throughout this SON. The contractor shall establish a quality program which provides safe and secure commercial gateway services.

**1.1. Customer Services:**

1.1.1. The contractor shall provide a contract manager/alternate who shall be responsible for the performance of the work. The name of this person shall be designated in writing to the contracting officer (CO) at the post-award conference.

1.1.1.1. The contract manager/alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract.

1.1.1.2. The contract manager and alternate must be able to read, write, speak, and understand English.

1.1.1.3. The contract manager/alternate shall be available to meet with government personnel designated by the contracting officer as deemed necessary. The contractor shall provide the contracting officer with the means/information needed to contact the contract manager or alternate around the clock.

1.1.2. Contractor employees shall be uniformed and present a neat appearance and be easily recognized as contractor employees.

1.1.2.1. The contractor employees shall wear an AMC/DONP approved nametag of approximately 3" x 1" with AMC logo colors. Employees in training shall wear nametags identifying them as a "Trainee". The contract manager and alternate's nametag shall identify their position.

1.1.2.2. The contractor shall be uniformed in light blue shirt and dark blue slacks/skirts.

1.1.3. The contractor shall provide the following pass and identification items for all employees: applicable Federal Aviation Administration (FAA) and Department of Airport (DOA) identification badge(s) (to include; US Customs, US Agricultural, US Immigration, Terminal and Ramp access), and company identification badge. Employees shall wear badges at all times.

1.1.4. Contractor employees will be knowledgeable of hazardous materials/dangerous goods that are acceptable/unacceptable to be carried by passengers for personal use, carry-on baggage, and in checked baggage as specified in AMCI 24-101, Volume 15.

1.1.4.1. Passenger agents shall ask each passenger (or sponsor) if they have any items or material that might be considered hazardous. Agents shall also be alert for luggage, parcels, boxes, or containers that may be questionable. Agents shall question passengers on the actual contents of all questionable items. The contract manager/alternate shall be notified of all questionable items. The manager/agent shall follow established airport/FAA procedures.

1.1.4.2. Employee training will meet requirements of IATA, Dangerous Goods Regulations, paragraph 1.5 and Title 49 CFR, Subpart H.

1.1.4.3. Individuals not completing training shall be under the supervision of a trained passenger agent. Training frequency shall comply with Federal Aviation Regulation 121.433a.

1.1.5. Hours of Operation. The contractor shall perform the services required under this contract during the following hours: Passenger Processing Counters, staffed and operational at least six (6) hours prior to scheduled aircraft departure, two (2) hours prior to aircraft arrival, and one (1) hour after all actual aircraft departures. The Military Assistance Counter (MAC), staffed and operational, 0800-1600 Monday through Sunday. Data Records and Reports and Funds Handling, 0800-1600 Monday through Sunday. Baggage Services, staffed and operational, 0800-1600 Monday through Sunday, and one (1) hour after all arriving passengers have departed the baggage claim area. Departure Gate, staffed and operational 1 hour prior to aircraft departure, and as required after aircraft departure. The contractor shall staff and operate all gateway services within one (1) hour of notification for unscheduled aircraft arrivals to meet mission and customer requirements. The contractor shall provide customers flight information 24 hours a day to include but not limited to arrival/departure times, space available passenger sign-up/roll call times, and hours of operation (by means of telephone, person, Flight Information Display System (FIDS), AMC Gram, or other).

1.1.6. Emergency or Special Events Services. Contractor services may be required during an emergency or for special events.

1.1.7. Performance of Services During Crisis Declared by the National Command Authority. The contractor shall continue to perform services as specified in this SON or as directed by the contracting officer for the duration of the crisis.

1.1.7.1. The contractor shall render all assistance, as specified by the CO, to deployed/augmentation forces as required for contingency situations. In the event of contingencies or during other periods that may warrant, AMC reserves the right to insert any necessary personnel to augment contractor operations. AMC augmentees will be responsible for the workload that is not

part of the contractor's operations. Overall responsibility for the management and prioritization of that workload and resources will rest with the senior AMC representative assigned.

1.1.8. Prepare and distribute Blanket Purchase Agreement (BPA) hotel and meal vouchers to passengers in coordination with the Quality Assurance Evaluator (QAE).

1.1.9. Prepare a complete set of AMC announcements which meet the guidance outlined in AMCI 24-101, Vol 14, Attachment 32. Submit a copy to HQ AMC/DONP via fax (618-256-6476) for approval prior to use.

1.1.10. Make flight information recordings and update as information changes.

1.1.11. Provide one-on-one assistance to unique category passengers and passengers with physical limitations, on and off the aircraft, within the baggage arrival area/US customs arrival area, and throughout the airport complex.

1.1.12. Provide aircraft aisle chair service, and wheelchair service within the terminal facility

1.1.13. Provide assistance to customers with small children, pets, on and off the aircraft, within the baggage arrival area/US customs arrival area, and throughout the airport complex, as required.

**1.2. Air Terminal Operations Center (ATOC).** The contractor shall establish an ATOC function in accordance with (IAW) AMCI 24-101, Vol. 9, Sections C through H.

1.2.1. The contractor shall manage all information required to receive, document, and move passengers, cargo, and mail; ensuring maximum aircraft utilization and aircraft on-time departure. The contractor shall provide detailed information to the appropriate airlift control center within 15 minutes of scheduled aircraft departure when a potential delay, an actual delay, or an abort occurs.

1.2.2. The contractor shall create, maintain, and dispose of government required records that are cited or required by AFMAN 37-123, AFI 37-138, AFI 33-360, Volume 1, and AFMAN 37-139. If requested by the Government, the contractor shall provide the original record, or a reproducible copy of any such record within 5 working days of receipt of the request.

**1.3. Passenger Services:** The contractor shall provide a complete range of passenger services and baggage services IAW DoD 4515.13-R, DoD 4500.54G, AMCI 24-101 Volumes 14 and 15, CAPS/GATES PACS User's Manual, and the Federal Aviation Administration security requirements Title 14 Code of Federal Regulation (CFR) 107. The contractor shall:

1.3.1. Perform an anti-hijacking briefing for outbound passengers.

1.3.2. Accompany/escort unaccompanied minor(s) arriving via commercial transportation from the time of check-in at the ticket counter to boarding on the aircraft, from the time of aircraft arrival to aircraft departure, and during aircraft delays. During overnight delays refer unaccompanied minors to the Functional Area Chief (FAC).

1.3.3. Conduct Space Available call times as determined by local operating procedures in coordination with the FAC.

1.3.4. Immediately advise the airlift QAE of any unusual event, incident, or emergency involving aircraft arrival/departure and passenger related issues.

1.3.5. Brief the airlift QAE and the flight crew on passenger loads, actual weights (passenger and baggage), and verify load counts.

1.3.6. Upon the request of space-required passengers, the contractor shall place special meal request(s) with International Airlift Contractor.

1.3.7. Establish manual-processing procedures in the event of loss of automated systems and provide uninterrupted service to the customer.

1.3.7.1. Exercise actual flight processing systems manually, quarterly.

1.3.8. Request, prepare, distribute all select manifests, premanifests, final manifests and applicable documents as in the GATES users manual.

1.3.8.1. Check the select manifest and premanifest for duplicate passenger bookings. Notify the Customer Service Branch (CSB) of the duplicate booking and booking agency.

1.3.9. Accept pets for airlift that are properly caged, have required documentation, and assess appropriate charges. Assist the passenger in obtaining all documentation immunization, and border clearance requirements, or other necessary information pertaining to pet shipment. Notify the QAE or FAC prior to denying any pet shipment.

1.3.10. Identify passengers who have oversized hand-carried items.

1.3.10.1. Place personal identification and baggage destination tags on all gate-checked items.

1.3.10.2. Verify with ground handlers that gate-checked items were loaded on the aircraft.

**1.4. Cargo Services.** The contractor shall control and record movement of cargo/mail, safely provide cargo processing. The contractor shall:

1.4.1. Load/unload ordinary/registered mail and MICAP/VVIP cargo.

1.4.2. After receiving call from APCC informing gateway that MICAP is on a mission:

1.4.2.1. Confirm with OLG that MICAP has been approved to be moved on mission.

1.4.2.1.1. Ensure dimensions do not exceed baggage limitations.

1.4.2.1.2. Ensure MICAP is not hazardous.

1.4.2.1.3. Call TMO delivering MICAP and ensure that they have proper directions on where to deliver MICAP.

1.4.3. Once MICAP is delivered from base location, determine that the MICAP is within the size and weight limitations, sign for the MICAP, and keep a copy of the truck manifest.

1.4.4. If the MICAP arrives without a Cargo Manifest, prepare a manual manifest using a DD Form 1385, Cargo Manifest.

1.4.4.1. Prepare 6 copies of the DD Form 1385. Distribute the copies as following: three (3) copies for the aircraft, one (1) copy for contractor to place in AMC Form 229, and one (1) copy for the MICAP file.

1.4.4.2. Record MICAP information in MICAP log.

1.4.5. Hand-carry small MICAP items to aircraft and turn them over to senior flight attendant. Larger items will be turned over to ground handlers. The contractor shall visually ensure that the ground handlers load MICAP items last.

1.4.6. Once aircraft departs, the contractor shall call APCC and downline station to inform them that MICAP is on aircraft and enroute.

**1.5. Records and Reports.** The contractor shall prepare and submit the following reports. Reports shall be submitted within the time frames outlined in the SON or in accordance with the specified publication.

1.5.1. Monthly Station Traffic Handling Report, AMC Form 82, RCS: HQ AMC-DOZ (M&Q) 7107 IAW AMCI 24-101, Volume 6 paragraph 20, and submit to HQ AMC NLT the 5<sup>th</sup> of the following month.

1.5.2. Baggage Tag Requirement Report, RCS: HQ AMC-DON(A) 8103 IAW AMCI 24-101, Volume 6 paragraph 26, and submit annually to HQ AMC NLT the 15<sup>th</sup> of July.

1.5.3. Mishandled Baggage Summary Report, AMC Form 134a. IAW AMCI 24-101, Volume 15, paragraph 10.4 and submit to 437<sup>th</sup> APS/TRG, Attn: Centralized BSC, NLT the 5<sup>th</sup> of the following month.

1.5.4. Department of Airport Reports for Baltimore-Washington International Airport, IAW Department of Airport Operations Instructions.

1.5.5. Authorized Long Distance Telephone Call Log, AF Form 1072. Document and maintain a log for all commercial telephone and facsimile calls. Submit to QAE not later than the 26<sup>th</sup> day of each month.



**1.6. Funds Handling.** The contractor shall provide funds handling services IAW AMCI 24-101, Volumes 6 and 14 for the commercial gateway. The contractor shall:

1.6.1. Verify checks using TELECHECK (or equivalent service) and/or the government provided stamp. Place the verification number and passenger processing agent's initials on the upper right side of the check. If the government stamp is used, stamp the back of the check and retain a copy of the orders.

1.6.2. Deposit funds the next business day and forward documentation to 305 CCPS/FMF, 2906 Tuskegee Airman, Attn: Accounting Liaison, McGuire AFB NJ 08641-5013.

**1.7. Quality Programs:**

1.7.1. The contractor shall maintain a complete Quality Control Plan to ensure the requirements of this contract are provided as specified. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

1.7.2. Quality Assurance. The government (QAEs) will evaluate the contractor's performance under this contract. QAEs will record surveillance observations. When an observation indicates defective performance, the QAE will require the contract manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the evaluation. Such surveillance will be done according to standard inspection procedures or other contract provisions.

1.7.2.1. Performance Evaluation Meetings. The contract manager shall meet with the contracting officer, administrative contracting officer, FAC, QAE, and other government personnel as required by the contracting officer. The contractor may request a meeting with the contracting officer when he/she believes such a meeting is necessary. The contractor shall sign written minutes of any such meeting, or if the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the contracting officer within 10 calendar days following receipt of the minutes.

**1.8. Phase In/Out.** The contractor shall begin phase in orientation as soon as possible after contract award. If there is a change in contractor or if the operation reverts to the military, the incumbent contractor shall provide phase in orientation. The government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers. During the phase-out familiarization period, the incumbent shall be fully responsible for SON performance requirements. In the event the follow-on contract is awarded to other than the incumbent, the incumbent contractor shall cooperate to the extent required to permit an orderly change over to the successful contractor.

## 2. SERVICE DELIVERY SUMMARY

Performance Objective	SON Paragraph/Reference	Performance Threshold
Ensure no ineligible passengers are accepted for travel.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 14, Para 4.2.	95% of all missions
Process passengers to facilitate on-time departure.	SON Para 1.3. Ref: AMCI 24-101, Vol. 14, Para. 20.2, A13.3, A13.5, A13.11, A13.13-14, A13.16	95% of all missions
Comply with requirements for border clearance of all passengers.	SON Para. 1.3. Ref: FCG (DoD 4500.54-G), and TIM	100% of all passengers
Enter mishandled baggage information into Electronic Data Interface NLT 4 hours after discovery.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 15, Para. 11.2.1, 12.3.1	80% of all mishandled baggage occurrences
Ensure all passengers boarded on AMC missions are manifested correctly.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 14, Para. 23.5.3-4	100% of all missions
Provide accurate customer flight information 24 hours a day.	SON Para. 1.1.5.	80% of the time

## 3. GOVERNMENT FURNISHED MATERIALS, FACILITIES AND TRAINING

### 3.1. Government Furnished Materials:

<u>Description</u>	<u>Serial/Stock Number</u>	<u>Quantity</u>
Micron CPU	1365082-0003, 1365082-0002, 1365082-0006, 1365082-0008, 1365082-0001, 1365082-0013, 1365082-0014	7
Dell GX1 PII 333	FWL7D, FWL76, FWL7K, FWL7P, FWL75, FWL7G	6
Gateway 2000 15" Monitor	N/A	6
"	8202270	1
Gateway 2000 17" Monitor	7309813, 7309810, 7309809, 7309560	4
Dell 17" Monitor	7066774, 7065744	2
Venturis FX CPU (for FIDS)	KN710VV717	1
Venturis 15" Monitor	1K74899722	1
Sony PCV-E201 CPU (for CBT)	28551130	1
Sony 17" Monitor	7153488	1
Softtouch water dispenser	NONE	1

<b>Description</b>	<b>Serial/Stock Number</b>	<b>Quantity</b>
IER Baggage Tag Printer	5120014673, 5120014674, 5120017529, 5120016654, 5120014531, 5120017532, 5120014675, 5120014530	8
IER Boarding Pass Printer	557030770, 5570033450, 5570030706, 5570030713, 5570030709, 5570033449, 5570030710, 5570030766	8
Canon Copier: Model 6330	EC18981	1
Canon Copier: Model 6521	ZEC07832	1
Credit Card Validator	N011523233	1
Credit Card Receipt Printer	N012879764	1
HP Laserjet 4000 Printer	USNC087834	1
“	USNC087842	1
GBC Shredmaster Shredder	E61267	1
“	JE61261	1
IBM Wheelwriter 2000 Typewriter	1110429	1
Invacare Tracer Wheel Chair	TR18SA180/97HM78091	1
Aisle Chair	B-119979	1
HP Facsimile Machine: Model 920	MY0APF30SW	1
Motorola Radios and Cases	720AWU2815XW3, 720AWU2813XW3, 720AWU2814XW3, 720AWU2816XW3, 720AWU2811XW3, 720TAC0349Z	6
Motorola Battery Charger	TN7621C	1
Motorola Battery	TN7394B	12
Bose Wave Radio	18821C71770602A, 018821C71770592A	2
Check Stamps	NONE	6
7-tier filing cabinet	ONE	7
Anti-Fatigue Mats	88854-23	7
Heavy duty cutting board	BOSTON	1
Stanchions w/ rope	325-P618-POST	40
Task Light	GC-LU36, LGS-LU48	8
Articulating Keyboard	GC-AKD	5
Side Arm Chair	310-ECK ADAMS	2
Highback Executive Chair	377-ECK ADAMS	1
Executive Chair	367-ECK ADAMS	7
2 box/1 file pedestal	ANT-P152OUFM	2
2 box/2 file mobile pedestal	ANT-MP152OUF	3
2 box/1 file pedestal w/lock	ANT-P152OUFM	4
File/File pedestal w/lock	ANT-P152OFFM	4
30 x 42 rectangular surface	ANT-DT3042A	2
24 x 30 x 30 Asymmetrical surface	ANT-AT243030C	1
24 x 60 x 30 Asymmetrical surface	ANT-AT246030B	1
24 x 36 x 30 Asymmetrical surface	ANT-AT243630B	2
30 x 36 x 24 Asymmetrical surface	ANT-AT303624B	1
30 x 60 x 24 Asymmetrical surface	ANT-AT306024B	3

<u>Description</u>	<u>Serial/Stock Number</u>	<u>Quantity</u>
30 x 66 Freestanding D-Surface	ANT-BT3066	1
36 x 14 Stackable screen	ANT-SC36	1
42 x 14 Stackable screen	ANT-SC42	1
42 x 42 x 24 Corner surface	ANT-CM424224C	4
42" Hutch w/flipper door	ANT-E423615FD	4
42" Tackboard for hutch	ANT-TK42	4
60" Hutch w/flipper door	ANT-E603615FD	4
60" Hutch w/flipper door	ANT-TD60	4
2 box/1 file pedestal		2
2 box/1 file mobile pedestal		3
2 Box/1 File Pedestal w/lock		4
30 x 42 rectangular surface		2
24X30X30 Asymmetrical Surface		1
24X36X30 Asymmetrical Surface		3
30X36X24 Asymmetrical Surface		4
30X60X24 Asymmetrical Surface		3
30X66 Freestanding D-Surface		1
36X14 Stackable Screen		1
42X14 Stackable Screen		1
42X42X24 Corner Surface		4
42" Hutch w/flipper doors		4
42" Tackboard for Hutch		4
60" Tackboard for Hutch		4
60" hutch w/flipper doors		4
7-tier filing cabinet		7
Aisle chair		1
Articulating Keyboard		5
Articulating Surface		1
Bose Wave Radio		2
Check stamps		6
Computer Based Training software		1
Defense Service Network Telephone Line		1

The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

**3.1.1. Opening and Closing Inventory.** An inventory of government furnished equipment must be done not later than 5 calendar days before the start of the contract period. The new contractor, current contractor and a government representative (identified by the contracting officer) shall conduct a joint inventory of all Government-furnished equipment. The contractors and the government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. The contractor shall maintain, repair, or replace government furnished material. Any replacement materials become government property.

**3.2. Facilities.** The Government will furnish the contractor the following facilities at Baltimore-Washington International Airport:

<u>Location</u>	<u>Activity</u>
Main/Int'l Pier	Offices for Contract Manager, Lost & Found, and Data Records& Reports
International Pier	9 Passenger Processing/Passenger Service Center Ticket counters w/ scales
International Pier	Operations Office
Lower Level/Int'l Pier	Lost & Found Baggage Storage room
All	Communications services*, electricity, heating, and air conditioning

\* Class-A, airport, and commercial telephone lines will be made available to the contractor to conduct required services under this SON. All telephone lines are for "Official Government Business" and will only be used by authorized personnel.

**3.3. Government Provided Training:** If applicable, the government will offer initial familiarization training at Baltimore-Washington International Airport Commercial Gateway to contractor employees on the requirements of AMCI 24-101, DOD 4515.13-R, DOD 4500.54-G, and SUM. Training dates and times will be coordinated between the contracting officer and the contractor. The contractor shall pay all costs incurred with transportation, lodging, and meals for its personnel attending the familiarization training.

**3.4. Government Provided Records.** The government will furnish those records listed in paragraph 4.3. The government will provide any applicable active and inactive records to the contractor IAW AFMAN 37-139. Upon termination of the contract all government-furnished records will be returned to the contracting officer.

**3.5. Installation Distribution.** The contractor shall pick-up distribution (mail, messages, airport periodicals, etc.) from the QAE daily.

#### **4. GENERAL INFORMATION**

**4.1. Station Workload Estimates:** The projected workload data is an estimate. The type and number of aircraft are subject to rapid and unpredictable fluctuation due to the nature of military requirements.

	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
<b>Aircraft</b>	108	94	109	106	110	114	103	106	117	104	114	114
<b>Passengers</b>	13196	12019	14706	12228	13298	15151	13254	13845	18077	14643	15050	15361

## **4.2. Definitions:**

**4.2.1. Commercial Aircraft Delay.** Reportable delay occurs when the mission departs the blocks more than 20 minutes after scheduled block time.

**4.2.2. Contracting Officer (CO).** The duly appointed government agent authorized to award or administer contracts. The contracting officer is the only person authorized to contractually obligate the government.

**4.2.3. Customer Service Branch (CSB).** Aerial port function that provides space-required passenger assistance to individuals eligible for travel aboard contracted military aircraft. Provides a PRC coordinated interface between the check-in counter and the space-required passenger who arrives late with a travel problem.

**4.2.4. Deficient Service.** A service output that does not meet the standard of performance specified in the contract for that service.

**4.2.5. Functional Area.** The government organization responsible for performance a given service.

**4.2.6. Functional Area Chief (FAC).** The individual responsible for the functional area.

**4.2.7. Global Air Transportation Execution System (GATES).** Government provided system for processing/manifesting of passengers and cargo moving in the air portion of the defense transportation system.

**4.2.8. Global Decision Support Systems (GDSS).** A distributed command and control system composed of seven nodes which support HQ AMC, the numbered air forces (NAF), and the National Guard Bureau. Each site keeps the entire command and control system current by continuous updates to a totally replicated data base.

**4.2.9. Military Assistance Counter.** Aerial port function that provides passenger assistance to individuals eligible for travel aboard contracted military aircraft. Determines travel eligibility, signs up and selects space available and duty standby passengers for movement, and maintains passenger backlog listings.

**4.2.10. Mission Capability (MICAP)** – Used to classify items of highest priority; it is a unique system used to secure material needed to repair mission essential equipment.

**4.2.11. Passenger Reservation Center (PRC).** The functional area for passenger reservations.

**4.2.12. Quality Assurance.** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this contract, quality assurance refers to actions by the government.

**4.2.13. Quality Assurance Evaluator.** The government employee who performs quality assurance functions for a contracted service.

**4.2.14. Quality Control.** Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

**4.2.15. Special Cargo.** MICAP/999 cargo expedite movement.

**4.2.16. Travel Information Manual (TIM).** Joint International Air Transportation Association manual used by civilian airlines to determine passenger documentation requirements for travel.

**4.2.17. Unique Category Passenger.** Unique category passengers include distinguished visitors (DV), military, civilian, and foreign national personnel in the grade of colonel (or equivalent) and above; BLUE BARK passengers; dependent students (under 18 years of age) not traveling with parent or legal guardian; unaccompanied minors (children ages 12 through 17); COIN ASSIST; next of kin (NOK) for very seriously ill (VSI); AMC mission observers (AMO); Medal of Honor Holders; stowaways; deportees, differently-abled passengers, and prisoners and guards.

### **4.3. PUBLICATIONS AND FORMS**

**4.3.1. GENERAL INFORMATION.** Government publications and forms that apply to the SON are listed below. At the start of the contract the government will provide hard copies of all publications and forms listed, which are not available via the following internet web locations: Air Force publications and forms <http://afpubs.hq.af.mil/>; AMC publications and forms <http://public.scott.af.mil/hqamc/pubs/elecpub.htm>, Army publications <http://www.usapa.army.mil/gils/>, DOD publications and forms <http://www.defenselink.mil/pubs/>; Foreign Clearance Guide [www.fcg.pentagon.mil/](http://www.fcg.pentagon.mil/); Department of State Travel Warnings and Announcements [www.travel.state.gov/travel\\_warnings.html](http://www.travel.state.gov/travel_warnings.html); GATES Software Users Manual (SUM) <http://GATES.scott.af.mil>. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The contractor shall ensure all publications and forms are kept current by checking these web sites. The QAE will forward supplements or amendments to publications and forms that are not available on these web sites. The contractor shall immediately implement those changes that result in a decrease or no change in the contract price and notify the contracting officer in writing of such change. The contractor shall immediately notify the contracting officer of any change increasing the contract price and submit to the contracting officer a price proposal within 30 calendar days following receipt of the change. The contractor shall not implement any change increasing the contract price without authorization of the contracting officer. The contracting officer and the contractor shall negotiate the change into the contract under the provisions of the contract clause entitled "Changes". Failure by the contractor to submit a price proposal within 30 calendar days following receipt of the change entitles the government to performance according to such change at no increase in contract price (unless the time requirement is waived by the contracting officer).

<b><u>Publication No.</u></b>	<b><u>Title</u></b>	<b><u>Date</u></b>
AFMAN 37-123	Management of Records	08/94
AFI 37-138	Records Dispositions - Procedures and Responsibilities	03/94
AFI 33-360 V-1	Publication Management Program	12/00

<b><u>Publication No.</u></b>	<b><u>Title</u></b>	<b><u>Date</u></b>
AFMAN 37-139	Records Disposition Schedule	03/96
AMCI 24-101 V-6	Military Airlift - Transportation, Documentation, Data Records and Reports	05/95
AMCI 24-101 V-9	Military Airlift – Air Terminal Operations Center	07/00
AMCI 24-101 V-14	Military Airlift - Passenger Service	01/96
AMCI 24-101 V-15	Military Airlift - Baggage Service	05/99
DOD 4500.54-G	DOD Foreign Clearance Guide	Quarterly
DOD 4515.13-R	Air Transportation Eligibility	11/94
	IATA, Dangerous Goods Regulations	1/01
	Federal Aviation Regulation 121.433a	1/01
	Title 49 CFR, Subpart H	10/00
TIM	Travel Information Manual	Monthly
	CAPS/GATES PACS User's Manual	11/00

<b><u>Form No.</u></b>	<b><u>Title</u></b>	<b><u>Date</u></b>
U.S. Form # 17067	Gummy Back Tags (Baggage tag label)	
AMC Form 20CG*	Mechanized Baggage Tags	
MC Form 20DV	Distinguished Visitor Tags	12/92
AMC Form 20-EL	Emergency Leave Tags	12/92
AMC Form 20-OB	Overbook Tags	12/92
AMC Form 47	Report and Disposition of Unaccompanied Passenger Baggage	06/92
AMC Form 82	Monthly Station Traffic Handling Report	06/95
AMC Form 108	Passenger Rehandled Workload	06/92
AMC Form 134	Mishandled Baggage Report	06/92
AMC Form 134a	Mishandled Baggage Summary	06/92
AMC Form 136*	Baggage Mishandled Report File	06/92
AMC Form 148	Boarding Pass/Ticket	06/96
AMC Form 148-2*	Boarding Pass/Ticket	06/99
AMC Form 148G*	Boarding Pass/Ticket	
AMC Form 229	Passenger Service Flight Folder	06/92
AMC Form 416	Interline Baggage Claim Tags	06/92
AMC Form 1004	Unaccompanied Minor Passenger	11/92
AMC Form 7107	Monthly Station Traffic Handling Report	
Manual Baggage Tags	General Purpose and Frankfurt	
DD Form 139	Pay Adjustment Authorization	05/53
DD Form 1131	Cash Collection Voucher	04/57
DD Form 1384	Transportation Control Movement Document (TCMD)	10/00
DD Form 1385	Cargo Manifest	11/78
DD Form 2131	Passenger Manifest 09/98	
	Cash Collection Control Voucher Log*	
	ID Tags*, SA Forms*, Travelopes*	

An asterisk (\*) denotes those forms which must be procured/produced locally.



**ATTACHMENT 2**

**AWARD-FEE PLAN**

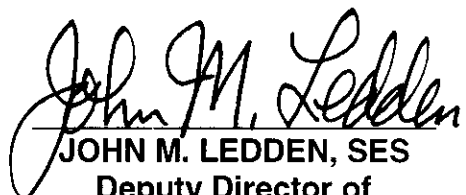
**FOR**

**AIR MOBILITY COMMAND**

**FOR**

**CONTRACTED COMMERCIAL GATEWAY SERVICES  
AT BALTIMORE-WASHINGTON INTERNATIONAL AIRPORT  
BALTIMORE MD**

**APPROVED:**

  
**JOHN M. LEDDEN, SES**  
**Deputy Director of**  
**Operations for Transportation**  
**Directorate of Operations**  
**Fee Determining Official**

**11 JUNE 2001**

**Date of Approval**

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## **AWARD-FEE PLAN**

### **1.0 INTRODUCTION**

This award-fee plan is the basis for the contracted commercial gateway services evaluation of the contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO). It describes specific criteria and procedures used to assess the contractor's performance and to determine the amount of award fee earned. Actual award-fee determinations and the methodology for determining award fee are unilateral decisions made solely at the discretion of the Government.

The award fee will be provided to the contractor through contract modifications and is in addition to the firm-fixed price provisions of the contract. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the Contracting Officer (CO), in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties. Unless the CO gives the contractor specific written notice of any changes to evaluation areas 15 days prior to the start of a new evaluation period, the same evaluation criteria and weights listed for the preceding period will be used in subsequent periods.

### **2.0 ORGANIZATION**

The award-fee organization consists of the Fee Determining Official (FDO); an Award Fee Review Board (AFRB) which consists of the Chief, Aerial Port Operations Division (HQ AMC/DON), the commander or representative of the local aerial port squadron, a representative from the Passenger Traffic and Management Branch (HQ AMC/DONP), and a representative from the Air Transportation Programs Division (HQ AMC/DOZ). The Chief, Aerial Port Operations Division, shall act as chairperson and will resolve matters of dispute within the group. The CO shall serve as advisor to the AFRB. The CO may designate other personnel to assist the AFRB in their efforts. The FDO, AFRB members, and performance monitors are listed in Annex 1.

### **3.0 RESPONSIBILITIES**

a. **Fee Determining Official.** The FDO approves the award-fee plan and any significant changes. AFRB members are approved by the FDO. The FDO reviews the recommendation(s) of the AFRB, considers all pertinent data, and unilaterally determines the earned award-fee amount for each evaluation period.

b. **Award Fee Review Board**. AFRB members review Performance Monitors' evaluation of the contractor's performance, consider all information from pertinent sources, prepare interim performance reports, and arrive at an earned award-fee recommendation to be presented to the FDO. The AFRB may also recommend changes to the award fee plan. If the contractor provides written or verbal self-assessment of its performance, the AFRB must consider this assessment when developing the earned award-fee recommendation to the FDO.

c. **AFRB Recorder**. The AFRB recorder is responsible for coordinating the administrative actions required by the Performance Monitors, the AFRB and the FDO, including: 1) receipt, processing and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; 3) accomplishing other actions required to ensure the smooth operation of the award fee; and 4) scheduling FDO determination debriefing with the contractor.

d. **Contracting Officer (CO)**. The CO is the liaison between contractor and Government personnel.

e. **Functional Area Chief (FAC)**. The designated government official responsible for management of the Terminal Services Program.

f. **Performance Monitors**. Performance Monitors maintain written records of the contractor's performance in their assigned evaluation area(s) so that a fair and accurate evaluation is obtained. Prepare interim and end-of-period evaluation reports as directed by the AFRB.

#### **4.0 AWARD-FEE PROCESSES**

a. Available Award-Fee Amount. The available award fee for each evaluation period is shown in Annex 2. The award fee earned will be paid based on the contractor's overall performance of the evaluation criteria in Annex 3. Individual evaluation criteria are not weighted. The award fee percentages earned are based on an overall rating of Excellent (91-100%), Very Good (41-90%), Good (1-40%), Satisfactory (0%), and Unsatisfactory (0%).

b. Evaluation Criteria. If the CO does not give specific notice in writing to the contractor of any change to the evaluation criteria prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award-fee evaluation period. Any changes to evaluation criteria will be made by revising Annex 3 and notifying the contractor.

c. Interim Evaluation Process. Performance monitors submit their evaluation reports to the FAC every month. Reports will fully document the contractor's performance during the period. An overall rating of "EXCELLENT,"

VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY” will be assessed on each completed report to the FAC. In addition to the reports, performance monitors will collect all observations (e.g., customer complaints/surveys, etc.) and submit to the FAC every month. All reports/performance indicators will be consolidated by the FAC into a performance report and submitted to the CO with the recommended rating (EXCELLENT, VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY) not later than the fifteenth (15<sup>th</sup>) calendar day after the close of each monthly reporting period. These reports will be forwarded to the contractor within twenty (20) calendar days after the close of each monthly reporting period. The CO may also issue letters at any other time when it is deemed necessary to highlight areas of Government concern.

d. End-of-Period Evaluations. The CO shall consolidate the FAC’s monthly performance reports at the close of each semiannual evaluation period and forward an integrated report to the AFRB within twenty (20) calendar days. The AFRB shall convene at Scott AFB IL within thirty (30) calendar days after the close of each evaluation period to evaluate contractor performance and will make a fee recommendation to the FDO upon review of all inputs. The contractor may address the AFRB for the purpose of submitting any information bearing on performance evaluation in the Government’s semiannual narrative performance report. The AFRB will consider the contractor’s presentation prior to finalizing their fee recommendation and rationale to the FDO. At this time, the AFRB may also recommend any significant changes to the award-fee plan for FDO approval. The FDO determines the overall rating and earned award-fee amount for the evaluation period within seven (7) calendar days after each evaluation period. The FDO letter informs the contractor of the earned award-fee amount. The CO issues a contract modification within ten (10) calendar days after the FDO’s decision is made authorizing payment of the earned-award-fee amount.

e. Contractor’s Self-Assessment. The contractor is encouraged to submit his own summary of the accomplishments to be considered by the AFRB. The summary may include an overall rating of “EXCELLENT, VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY.” When the contractor chooses to submit a self-evaluation, it must be submitted to the Administrative Contracting Officer identified in Block 16 of the SF 1449 by the 5<sup>th</sup> workday of the following month. This written assessment of the contractor’s performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFRB in evaluating the contractor’s performance. The contractor’s self-assessment may not exceed five (5) pages. The contractor will be invited to attend the AFRB meeting and shall be given the opportunity to present a 30-minute briefing to the AFRB during the meeting. However, attendance is not mandatory and a written/visual presentation may be sent to the board. Any written material the contractor wishes to present to the board must be provided to the CO at least 5 workdays prior to the scheduled date of the AFRB.

## **5.0 AWARD-FEE PLAN CHANGE PROCEDURE**

All significant changes are approved by the FDO; the AFRB Chairperson approves other changes. Examples of significant changes include changing evaluation criteria, adjusting weights to redirect contractor's emphasis to areas needing improvement, and revising the distribution of the award-fee dollars. The contractor may recommend changes to the CO no later than fifteen (15) calendar days prior to the beginning of the new evaluation period. After approval, the CO shall notify the contractor in writing of any change(s). Unilateral changes may be made to the award-fee plan if the contractor is provided written notification by the contracting officer before the start of the upcoming evaluation period. Changes affecting the current evaluation period must be by mutual agreement of both parties.

## **6.0 CONTRACT TERMINATION**

If the contract is terminated for the convenience of the Government after the start of an award-fee evaluation period, the award fee deemed earned for that period shall be determined by the FDO using the normal award-fee evaluation process. After termination for convenience, the remaining award-fee amounts allocated to all subsequent award-fee evaluation periods cannot be earned by the contractor and, therefore, shall not be paid.

### **3 Annexes**

- 1. Award-fee Organization**
- 2. Award-Fee Allocation by Evaluation Periods**
- 3. Evaluation Criteria**

## **ANNEX 1 AWARD-FEE ORGANIZATION**

### **Members\***

Fee Determining Official: Assistant Director for Transportation, Directorate of Operations	HQ AMC/ADO-T
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Award Fee Review Board Chairperson: Chief, Aerial Port Operations Division	HQ AMC/DON
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#### Voting Award Fee Review Board Members:

Chief, Aerial Port Operations Division	HQ AMC/DON
Local Aerial Port Squadron Cmdr or Rep	305 APS/CC
Passenger Traffic & Mgmt Branch Rep	HQ AMC/DONP
Air Transportation Programs Division Rep	HQ AMC/DOZ

#### Advisory Members:

Chief, Contract Airlift Division	HQ AMD/DOY
Chief, Specialized Airlift & Services Branch	HQ AMC/DOYR
Contracting Officer	HQ AMC/DOYR
Judge Advocate Staff Member	HQ AMC/JA
Technical & Functional Experts	VARIOUS OFFICES

#### Administrative Members:

Recorder	HQ AMC/DOYR
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\* In the event of absence of the FDO or any members of the AFRB, persons with similar qualifications may be substituted.

## **Performance Monitors**

<b><u>Area of Evaluation</u></b>	<b><u>Performance Monitor(s)</u></b>
All Areas of Evaluation	FAC, 305 APS/Det 1 Chief QAE, 305 APS/Det 1 QAEs, 305 APS/Det 1



**ANNEX 2**  
**AWARD-FEE ALLOCATION BY EVALUATION PERIODS**

The award fee earned by the contractor will be determined at the completion of evaluation periods shown below. The dollars shown corresponding to each period is the maximum available-award-fee amount that can be earned during that particular period.

<b>Evaluation Period</b>	<b>From</b>	<b>To</b>	<b>Available Award Fee</b>
1	1 Oct	31 Mar	\$23,500.00
2	1 Apr	30 Sep	\$23,500.00

## ANNEX 3

### EVALUATION CRITERION

#### CUSTOMER SERVICE

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Customer Service</b> – Contractor has met contract standards and performance is adequate.	<b>Customer Service</b> – Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Customer Service</b> – Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Customer Service</b> – Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

### EVALUATION CRITERION

#### AIR TERMINAL OPERATIONS

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Air Terminal Operations</b> – Contractor has met contract standards and performance is adequate.	<b>Air Terminal Operations</b> – Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Air Terminal Operations</b> – Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Air Terminal Operations</b> – Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### PASSENGER SERVICES

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Passenger Service -</b> Contractor has met contract standards and performance is adequate.	<b>Passenger Service -</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Passenger Service -</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Passenger Service -</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### BAGGAGE SERVICES

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Baggage Service –</b> Contractor has met contract standards and performance is adequate.	<b>Baggage Service –</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Baggage Service –</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Baggage Service –</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### MANAGEMENT

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Management –</b> Contractor has met contract standards and performance is adequate.	<b>Management –</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Management –</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Management –</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

**CONTRACTED COMMERCIAL PASSENGER SERVICE  
FOR THE  
AIR MOBILITY COMMAND  
COMMERCIAL GATEWAY  
AT  
CHARLESTON INTERNATIONAL AIRPORT**

**1. DESCRIPTION OF SERVICES.** The contractor shall, except as specified in this Statement of Need (SON) as government furnished materials or services, provide all personnel, supervision, and any items and services necessary to perform full Commercial Passenger Services for the Air Mobility Command (AMC) Commercial Gateway as defined in this SON for Charleston International Airport (IAP), Charleston, South Carolina. The contractor shall process, up/download, and document the movement of passengers. The contractor shall assist distressed passengers. The contractor shall provide Electronic Data Interchange for manifesting passengers and cargo, creating and transmitting reports/messages, to ensure intransit visibility (ITV) as well as accomplishing general communications. The contractor shall establish manual processing procedures in the event of loss of automated systems. The contractor shall submit reports and documentation as identified throughout this SON. The contractor shall establish a quality program which provides safe and secure commercial gateway services.

**1.1. Customer Services:**

1.1.1. The contractor shall provide a contract manager/alternate who shall be responsible for the performance of the work. The name of this person shall be designated in writing to the contracting officer (CO) at the post-award conference.

1.1.1.1. The contract manager/alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract.

1.1.1.2. The contract manager and alternate must be able to read, write, speak, and understand English.

1.1.1.3. The contract manager/alternate shall be available to meet with government personnel designated by the contracting officer as deemed necessary. The contractor shall provide the contracting officer with the means/information needed to contact the contract manager or alternate around the clock.

1.1.2. Contractor employees shall be uniformed and present a neat appearance and be easily recognized as contractor employees.

1.1.2.1. The contractor employees shall wear an AMC/DONP approved nametag of approximately 3" x 1" with AMC logo colors. Employees' in training shall wear nametags identifying them as a "Trainee". The contract manager and alternate's nametag shall identify their position.

1.1.2.2. The contractor shall be uniformed in light blue shirt and dark blue slacks/skirts.

1.1.3. The contractor shall provide the following pass and identification items for all employees: applicable Federal Aviation Administration (FAA) and Department of Airport (DOA) identification badge(s) (to include; US Customs, US Agricultural, US Immigration, Terminal and Ramp access), and company identification badge. Employees shall wear badges at all times.

1.1.4. The contractor shall obtain pass and identification access to Charleston Air Force Base (i.e. Finance Office and DRMO).

1.1.5. Contractor employees will be knowledgeable of hazardous materials/dangerous goods that are acceptable/unacceptable to be carried by passengers for personal use, carry-on baggage, and in checked baggage as specified in AMCI 24-101, Volume 15.

1.1.5.1. Passenger agents shall ask each passenger (or sponsor) if they have any items or material that might be considered hazardous. Agents shall also be alert for luggage, parcels, boxes, or containers that may be questionable. Agents shall question passengers on the actual contents of all questionable items. The contract manager/alternate shall be notified of all questionable items. The manager/agent shall follow established airport/FAA procedures.

1.1.5.2. Employee training shall meet requirements of IATA, Dangerous Goods Regulations, paragraph 1.5, and Title 49 CFR, Subpart H.

1.1.5.3. Individuals not completing training will be under the supervision of a trained passenger agent. Training frequency shall comply with Federal Aviation Regulation 121.433a.

**1.1.6. Hours of Operation.** The contractor shall perform the services required under this contract during the following hours: Passenger Processing Counters, staffed and operational at least six (6) hours prior to scheduled aircraft departure, two (2) hours prior to aircraft arrival, and one (1) hour after all actual aircraft departures. The Military Assistance Counter (MAC), staffed and operational, 0800-1600 Monday through Sunday. Data Records and Reports and Funds Handling, 0800-1600 Monday through Sunday. Baggage Services, staffed and operational, 0800-1600 Monday through Sunday, and one (1) hour after all arriving passengers have departed the baggage claim area. Departure Gate, staffed and operational 1 hour prior to aircraft departure, and as required after aircraft departure. Centralized Baggage Service Center, staff and operational, sixteen (16) hours a day, 0600-2200. The contractor shall staff and operate all gateway services within one (1) hour of notification for unscheduled aircraft arrivals to meet mission and customer requirements. The contractor shall provide customers flight information 24 hours a day to include but not limited to arrival/departure times, space available passenger sign-up/roll call times, and hours of operation (by means of telephone, person, Flight Information Display System (FIDS), AMC Gram, or other).

**1.1.7. Emergency or Special Events Services.** Contractor services may be required during an emergency or for special events.

**1.1.8. Performance of Services During Crisis Declared by the National Command**

**Authority.** The contractor shall continue to perform services as specified in this SON or as directed by the contracting officer for the duration of the crisis.

1.1.8.1. The contractor shall render all assistance, as specified by the CO, to deployed/augmentation forces as required for contingency situations. In the event of contingencies or during other periods that may warrant, AMC reserves the right to insert any necessary personnel to augment contractor operations. AMC augmentees will be responsible for the workload that is not part of the contractor's operations. Overall responsibility for the management and prioritization of that workload and resources will rest with the senior AMC representative assigned.

1.1.9. Prepare and distribute Blanket Purchase Agreement (BPA) hotel and meal vouchers to passengers in coordination with the Quality Assurance Evaluator (QAE).

1.1.10. Prepare a complete set of AMC announcements which meet the guidance outlined in AMCI 24-101, Vol 14, Attachment 32. Submit a copy to HQ AMC/DONP via fax (618-256-6476) for approval prior to use.

1.1.11. Make flight information recordings and update as information changes.

1.1.12. Provide one-on-one assistance to unique category passengers and passengers with physical limitations, on and off the aircraft, within the baggage arrival area/US customs arrival area, and throughout the airport complex.

1.1.12.1. Provide aircraft aisle chair service and wheelchair service within the terminal facility

1.1.13. Provide assistance to customers with small children, pets, on and off the aircraft, within the baggage arrival area/US customs arrival area, and throughout the airport complex, as required.

**1.2. Air Terminal Operations Center (ATOC).** The contractor shall establish an ATOC function in accordance with (IAW) AMCI 24-101, Vol. 9, Sections C through H.

1.2.1. The contractor shall manage all information required to receive, document, and move passengers, cargo, and mail; ensuring maximum aircraft utilization and aircraft on-time departure. The contractor shall provide detailed information to the appropriate airlift control center within 15 minutes of scheduled aircraft departure when a potential delay, an actual delay, or an abort occurs.

1.2.2. The contractor shall create, maintain, and dispose of government required records that are cited or required by AFMAN 37-123, AFI 37-138, AFI 33-360, Volume 1, and AFMAN 37-139. If requested by the Government, the contractor shall provide the original record, or a reproducible copy of any such record within 5 working days of receipt of the request.

**1.3. Passenger Services:** The contractor shall provide a complete range of passenger services and baggage services IAW DoD 4515.13-R, DoD 4500.54G, AMCI 24-101 Volumes 14 and 15, CAPS/GATES PACS User's Manual, and the Federal Aviation Administration security requirements Title 14 Code of Federal Regulation (CFR) 107. The contractor shall:

1.3.1. Perform an anti-hijacking briefing for outbound passengers.

1.3.2. Accompany/escort unaccompanied minor(s) arriving via commercial transportation from the time of check-in at the ticket counter to boarding on the aircraft, from the time of aircraft arrival to aircraft departure, and during aircraft delays. During overnight delays refer unaccompanied minors to the Functional Area Chief (FAC).

1.3.3. Conduct Space Available call times as determined by local operating procedures in coordination with the FAC.

1.3.4. Immediately advise the airlift QAE of any unusual event, incident, or emergency involving aircraft arrival/departure and passenger related issues.

1.3.5. Brief the airlift QAE and the flight crew on passenger loads, actual weights (passenger and baggage), and verify load counts.

1.3.6. Upon the request of space-required passengers, the contractor shall place special meal request(s) with International Airlift Contractor.

1.3.7. Establish manual-processing procedures in the event of loss of automated systems and provide uninterrupted service to the customer.

1.3.8. Exercise actual flight processing systems manually, quarterly.

1.3.9. Request, prepare, distribute all select manifests, premanifests, final manifests and applicable documents as in the GATES users manual.

1.3.9.1. Check the select manifest and premanifest for duplicate passenger bookings. Notify the Customer Service Branch (CSB) of the duplicate booking and booking agency.

1.3.10. Accept pets for airlift that are properly caged, have required documentation, and assess appropriate charges. Assist the passenger in obtaining all documentation immunization, and border clearance requirements, or other necessary information pertaining to pet shipment. Notify the QAE or FAC prior to denying any pet shipment.

1.3.11. Identify passengers who have oversized hand-carried items.

1.3.12. Place personal identification and baggage destination tags on all gate-checked items.

1.3.13. Verify with ground handlers that gate-checked items were loaded on the aircraft.



**1.4. Centralized Baggage Service Center (BSC).** The contractor shall perform the BSC IAW AMCI 24-101, Volumes 14 and 15 for AMC at Charleston International Airport, Charleston, South Carolina.

**1.5. Cargo Services.** The contractor shall control and record movement of cargo/mail, safely provide cargo processing. The contractor shall:

1.5.1. Load/unload ordinary/registered mail and MICAP/VVIP cargo.

1.5.2. After receiving call from Charleston ATOC informing gateway that MICAP is on a mission:

1.5.2.1. Ensure dimensions do not exceed baggage limitations

1.5.2.2. Ensure MICAP is not hazardous.

1.5.3. Once MICAP is delivered from base location:

1.5.3.1. Determine that the MICAP is within the size and weight limitations, sign for the MICAP and keep a copy of the truck manifest.

1.5.4. Hand-carry small MICAP items to aircraft and turn them over to senior flight attendant. Larger items will be turned over to ground handlers. The contractor shall visually ensure that the ground handlers load MICAP items last.

1.5.5. Once aircraft departs, the contractor shall call Charleston ATOC and downline station to inform them that MICAP is on aircraft and enroute.

**1.6. Records and Reports.** The contractor shall prepare and submit the following reports. Reports shall be submitted within the time frames outlined in the SON or in accordance with the specified publication.

1.6.1. Monthly Station Traffic Handling Report, AMC Form 82, RCS: HQ AMC-DOZ (M&Q) 7107 IAW AMCI 24-101, Volume 6 paragraph 20, and submit to HQ AMC NLT the 5<sup>th</sup> of the following month.

1.6.2. Baggage Tag Requirement Report, RCS: HQ AMC-DON(A) 8103 IAW AMCI 24-101, Volume 6 paragraph 26, and submit annually to HQ AMC NLT the 15<sup>th</sup> of July.

1.6.3. Mishandled Baggage Summary Report, AMC Form 134a. IAW AMCI 24-101, Volume 15, paragraph 10.4 and submit to 437<sup>th</sup> APS/TRG, Attn: Centralized BSC, NLT the 5<sup>th</sup> of the following month.

1.6.4. Department of Airport Reports for Charleston International Airport, IAW Department of Airport Operations Instructions.

1.6.5. Authorized Long Distance Telephone Call Log, AF Form 1072. Document and maintain a log for all commercial telephone and facsimile calls. Submit to QAE not later than the 26<sup>th</sup> day of each month.

**1.7. Funds Handling.** The contractor shall provide funds handling services IAW AMCI 24-101, Volumes 6 and 14 for the commercial gateway. The contractor shall:

1.7.1. Verify checks using TELECHECK (or equivalent service) and/or the government provided stamp. Place the verification number and passenger processing agent's initials on the upper right side of the check. If the government stamp is used, stamp the back of the check and retain a copy of the orders.

1.7.2. Deposit funds the next business day to the Charleston AFB Finance Office, Attn: Liaison Office, 103 West Simpson Street, Charleston AFB, South Carolina 29404-4820.

**1.8. Quality Programs:**

1.8.1. The contractor shall maintain a complete Quality Control Plan to ensure the requirements of this contract are provided as specified. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

1.8.2. Quality Assurance. The government will evaluate the contractor's performance under this contract. The QAE will evaluate the contractor's performance under this contract. Government personnel will record surveillance observations. When an observation indicates defective performance, the QAE will require the contract manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the evaluation. Such surveillance will be done according to standard inspection procedures or other contract provisions.

1.8.2.1. Performance Evaluation Meetings. The contract manager shall meet with the contracting officer, administrative contracting officer, FAC, QAE, and other government personnel as required by the contracting officer. The contractor may request a meeting with the contracting officer when he/she believes such a meeting is necessary. The contractor shall sign written minutes of any such meeting, or if the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the contracting officer within 10 calendar days following receipt of the minutes.

**1.9. Phase In/Out.** The contractor shall begin phase in orientation as soon as possible after contract award. If there is a change in contractor or if the operation reverts to the military, the incumbent contractor shall provide phase in orientation. The government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers. During the phase-out familiarization period, the incumbent shall be fully responsible for SON performance requirements. In the event the follow-on contract is awarded to other than the

incumbent, the incumbent contractor shall cooperate to the extent required to permit an orderly change over to the successful contractor.

## 2. SERVICE DELIVERY SUMMARY

Performance Objective	SON Paragraph/Reference	Performance Threshold
Ensure no ineligible passengers are accepted for travel.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 14, Para 4.2.	95% of all missions
Process passengers to facilitate on-time departure.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 14, Para. 20.2, A13.3, A13.5, A13.11, A13.13-14, A13.16	95% of all missions
Comply with requirements for border clearance of all passengers.	SON Para. 1.3. Ref: FCG (DoD 4500.54-G), and TIM	100% of all passengers
Enter mishandled baggage information into Electronic Data Interface NLT 4 hours after discovery.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 15, Para. 11.2.1, 12.3.1	80% of all mishandled baggage occurrences
Ensure all passengers boarded on AMC missions are manifested correctly.	SON Para. 1.3. Ref: AMCI 24-101, Vol. 14, Para. 23.5.3-4	100% of all missions
Provide accurate customer flight information 24 hours a day.	SON Para. 1.1.5.	80% of the time

## 3. GOVERNMENT FURNISHED MATERIALS, FACILITIES AND TRAINING

### 3.1. Government Furnished Materials:

<u>Description</u>	<u>Serial/Stock Number</u>	<u>Quantity</u>
Micron PT-350 CPU	1378396-0016	1
Micron PT-350 CPU	1378396-0017	1
Micron PT-350 CPU	1378396-0022	1
Micron PT-350 CPU	1378396-0026	1
Micron PT-350 CPU	1378396-0029	1
Micron PT-350 CPU	1378396-0033	1
Micron PT-350 CPU	1378396-0046	1

<b>Description</b>	<b>Serial/Stock Number</b>	<b>Quantity</b>
Dell PT-333 CPU	GH9XN	1
Dell 17" Monitor	97993A1NW496	1
Dell 17" Monitor	97993A1NW396	1
Dell 17" Monitor	97993A1NW196	1
Dell 17" Monitor	97993A1NW096	1
Dell 17" Monitor	97993A1PS596	1
Dell 17" Monitor	97993A1NVW96	1
Micron 17" Monitor	YA009839047523	1
Micron 17" Monitor	YA009839048865	1
Unisys Keyboard	F2-096964	1
Unisys Keyboard	F2-097013	1
Unisys Keyboard	F2-096617	1
Unisys Keyboard	F2-096721	1
Unisys Keyboard	F2-096716	1
Unisys Keyboard	E2-096520	1
Dell Keyboard	SK-10000REW	1
H/P Laser Jet 4000TN	USNC173468	1
H/P Laser Jet 4000TN	USNC173470	1
Hewlett Packard Fax	US68SA10BB	1
Panasonic Digital Answering	KX-TM80D-W	1
GE Digital Answering Machine	90110576	1
Minolta Copier EP-4230	6157474	1
Credit Card Imprinter	2120529	1
Credit Card Validator	012-674-035	1
Fellows Shredder	60S970528AEXC00000511	1
Motorola Base Unit	447HM00131	1
Motorola Radio/HT-90 w/charger	476AMQ1252	1
Motorola Radio/HT-90 w/charger	476AMQ1253	1
Motorola Radio/HT-90 w/charger	476AMQ1254	1
IER 557 Boarding Pass Printer	5570033451	1
IER 557 Boarding Pass Printer	5570030758	1
IER 557 Boarding Pass Printer	5570030704	1
IER 557 Boarding Pass Printer	5570030763	1
IER 512 Baggage Tag Printer	5120017535	1
IER 512 Baggage Tag Printer	5120014668	1
IER 512 Baggage Tag Printer	5120014665	1
IER 512 Baggage Tag Printer	5120017537	1
XCD Print Server	00290279	1
XCD Print Server	00290286	1
XCD Print Server	00290284	1
XCD Print Server	00290278	1
XCD Print Server	00290277	1
XCD Print Server	00290285	1
XCD Print Server	00290283	1
XCD Print Server	00290282	1

<b><u>Description</u></b>	<b><u>Serial/Stock Number</u></b>	<b><u>Quantity</u></b>
Workstation (blue)	7110P7384	2
Storage Cabinet	7125007696129	2
Chairs	77110PblueChair	2
Filing Cabinet (5 drawer)	711002863798	7
Filing Cabinet (4 drawer)	7110001589853	2
Desk	7110001491626	1
Plastic Shelves	7125PED-2924-6	1
Chairs (black)	7110PMDL914	2
Printer Stand	7110006019849	1
Safe (4 drawer)	1440003	1
Wheel Chair		1
Black Desk Chair	77110Pblackchair	1
Lateral File Cabinet (5 drawer)	7110286855L	1

The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

**3.1.1. Opening and Closing Inventory.** An inventory of government furnished equipment must be done not later than 5 calendar days before the start of the contract period. The new contractor, current contractor and a government representative (identified by the contracting officer) shall conduct a joint inventory of all Government-furnished equipment. The contractors and the government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. The contractor shall maintain, repair, or replace government furnished material. Any replacement materials become government property.

**3.2. Facilities.** The Government will furnish the contractor the following facilities at Charleston International Airport:

<b><u>Location</u></b>	<b><u>Activity</u></b>
Terminal Two	Ticket Counter/Operations Office
All	Communications services*, electricity, heating, and air conditioning

\* Class-A, airport, and commercial telephone lines will be made available to the contractor to conduct required services under this SON. All telephone lines are for "Official Government Business" and will only be used by authorized personnel.

**3.3. Government Provided Training:** If applicable, the government will offer initial familiarization training at Charleston International Airport Commercial Gateway to contractor employees on the requirements of AMCI 24-101, DOD 4515.13-R, DOD 4500.54-G, and SUM. Training dates and times will be coordinated between the contracting officer and the contractor.

The contractor shall pay all costs incurred with transportation, lodging, and meals for its personnel attending the familiarization training.

**3.4. Government Provided Records.** The government will furnish those records listed in paragraph 4.3. The government will provide any applicable active and inactive records to the contractor IAW AFMAN 37-139. Upon termination of the contract all government-furnished records will be returned to the contracting officer.

**3.5. Installation Distribution.** The contractor shall pick-up distribution (mail, messages, airport periodicals, etc.) from the QAE daily.

#### **4. GENERAL INFORMATION**

**4.1. Station Workload Estimates:** The projected workload data is an estimate. The type and number of aircraft are subject to rapid and unpredictable fluctuation due to the nature of military requirements.

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
<b>Aircraft</b>	8	9	8	8	8	8	8	10	8	8	9	8
<b>Passengers</b>	774	682	770	663	667	607	713	884	563	518	583	476

#### **4.2. Definitions:**

**4.2.1. Commercial Aircraft delay.** Reportable delay occurs when the mission departs the blocks more than 20 minutes after scheduled block time.

**4.2.2. Contracting Officer (CO).** The duly appointed government agent authorized to award or administer contracts. The contracting officer is the only person authorized to contractually obligate the government.

**4.2.3. Customer Service Branch (CSB).** Aerial port function that provides space-required passenger assistance to individuals eligible for travel aboard contracted military aircraft. Provides a PRC coordinated interface between the check-in counter and the space-required passenger who arrives late with a travel problem.

**4.2.4. Deficient Service.** A service output that does not meet the standard of performance specified in the contract for that service.

**4.2.5. Functional Area.** The government organization responsible for performance a given service.

**4.2.6. Functional Area Chief (FAC).** The individual responsible for the functional area.

**4.2.7. Global Air Transportation Execution System (GATES).** Government provided system for processing/manifesting of passengers and cargo moving in the air portion of the defense transportation system.

**4.2.8. Global Decision Support Systems (GDSS).** A distributed command and control system composed of seven nodes which support HQ AMC, the numbered air forces (NAF), and the National Guard Bureau. Each site keeps the entire command and control system current by continuous updates to a totally replicated data base.

**4.2.9. Military Assistance Counter.** Aerial port function that provides passenger assistance to individuals eligible for travel aboard contracted military aircraft. Determines travel eligibility, signs up and selects space available and duty standby passengers for movement, and maintains passenger backlog listings.

**4.2.10. Mission Capability (MICAP)** – Used to classify items of highest priority; it is a unique system used to secure material needed to repair mission essential equipment.

**4.2.11. Passenger Reservation Center (PRC).** The functional area for passenger reservations.

**4.2.12. Quality Assurance.** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this contract, quality assurance refers to actions by the government.

**4.2.13. Quality Assurance Evaluator.** The government employee who performs quality assurance functions for a contracted service.

**4.2.14. Quality Control.** Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

**4.2.15. Special Cargo.** MICAP/999 cargo expedite movement.

**4.2.16. Travel Information Manual (TIM).** Joint International Air Transportation Association manual used by civilian airlines to determine passenger documentation requirements for travel.

**4.2.17. Unique Category Passenger.** Unique category passengers include distinguished visitors (DV), military, civilian, and foreign national personnel in the grade of colonel (or equivalent) and above; BLUE BARK passengers; dependent students (under 18 years of age) not traveling with parent or legal guardian; unaccompanied minors (children ages 12 through 17); COIN ASSIST; next of kin (NOK) for very seriously ill (VSI); AMC mission observers (AMO); Medal of Honor Holders; stowaways; deportees, differently-abled passengers, and prisoners and guards.

### 4.3. PUBLICATIONS AND FORMS

**4.3.1. GENERAL INFORMATION.** Government publications and forms that apply to the SON are listed below. At the start of the contract the government will provide hard copies of all publications and forms listed, which are not available via the following internet web locations: Air Force publications and forms <http://afpubs.hq.af.mil/>; AMC publications and forms <http://public.scott.af.mil/hqamc/pubs/elecpub.htm>, Army publications <http://www.usapa.army.mil/gils/>, DOD publications and forms <http://www.defenselink.mil/pubs/>; Foreign Clearance Guide [www.fcg.pentagon.mil](http://www.fcg.pentagon.mil); Department of State Travel Warnings and Announcements [www.travel.state.gov/travel\\_warnings.html](http://www.travel.state.gov/travel_warnings.html); GATES Software Users Manual (SUM) <http://GATES.scott.af.mil>. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The contractor shall ensure all publications and forms are kept current by checking these web sites. The QAE will forward supplements or amendments to publications and forms that are not available on these web sites. The contractor shall immediately implement those changes that result in a decrease or no change in the contract price and notify the contracting officer in writing of such change. The contractor shall immediately notify the contracting officer of any change increasing the contract price and submit to the contracting officer a price proposal within 30 calendar days following receipt of the change. The contractor shall not implement any change increasing the contract price without authorization of the contracting officer. The contracting officer and the contractor shall negotiate the change into the contract under the provisions of the contract clause entitled "Changes". Failure by the contractor to submit a price proposal within 30 calendar days following receipt of the change entitles the government to performance according to such change at no increase in contract price (unless the time requirement is waived by the contracting officer).

<b><u>Publication No.</u></b>	<b><u>Title</u></b>	<b><u>Date</u></b>
AFMAN 37-123	Management of Records	08/94
AFI 37-138	Records Dispositions - Procedures and Responsibilities	03/94
AFI 33-360 V-1	Publication Management Program	12/00
AFMAN 37-139	Records Disposition Schedule	03/96
AMCI 24-101 V-6	Military Airlift - Transportation, Documentation, Data	
	Records and Reports	05/95
AMCI 24-101 V-9	Military Airlift – Air Terminal Operations Center	07/00
AMCI 24-101 V-14	Military Airlift - Passenger Service	01/96
AMCI 24-101 V-15	Military Airlift - Baggage Service	05/99
DOD 4500.54-G	DOD Foreign Clearance Guide	Quarterly
DOD 4515.13-R	Air Transportation Eligibility	11/94
	IATA, Dangerous Goods Regulations	1/01
	Federal Aviation Regulation 121.433a	1/01
	Title 49 CFR, Subpart H	10/00
TIM	Travel Information Manual	Mon
	CAPS/GATES PACS User's Manual	11/00
	Title 14 Code of Federal Regulation (CFR) 107	



<b><u>Form No.</u></b>	<b><u>Title</u></b>	<b><u>Date</u></b>
U.S. Form # 17067	Gummy Back Tags (Baggage tag label)	
AMC Form 20CG*	Mechanized Baggage Tags	
AMC Form 20DV	Distinguished Visitor Tags	
AMC Form 20-EL	Emergency Leave Tags	
AMC Form 20-OB	Overbook Tags	
AMC Form 47	Report and Disposition of Unaccompanied Passenger Baggage	06/92
AMC Form 53		02/95
AMC Form 82	Monthly Station Traffic Handling Report	06/95
AMC Form 108	Passenger Rehandled Workload	06/92
AMC Form 134	Mishandled Baggage Report	06/92
AMC Form 134a	Mishandled Baggage Summary	06/92
AMC Form 136*	Baggage Mishandled Report File	06/92
AMC Form 140		06/92
AMC Form 148	Boarding Pass/Ticket	06/96
AMC Form 148-2*	Boarding Pass/Ticket	06/99
AMC Form 148G*	Boarding Pass/Ticket	
AMC Form 165	Passenger Manifest	
AMC Form 229	Passenger Service Flight Folder	06/92
AMC Form 416	Interline Baggage Claim Tags	
AMC Form 1004	Unaccompanied Minor Passenger	11/92
AMC Form 7107	Monthly Station Traffic Handling Report	
Manual Baggage Tags	General Purpose and Frankfurt	
DD Form 139	Pay Adjustment Authorization	05/53
DD Form 1131	Cash Collection Voucher	04/57
DD Form 1384	Transportation Control Movement Document	10/00
(TCMD)		
DD Form 1385	Cargo Manifest	11/78
DD Form 2131	Passenger Manifest	09/98
	Cash Collection Control Voucher Log*	
	ID Tags*	
	SA Forms*	
	Travelopes*	

An asterisk (\*) denotes those forms which must be procured/produced locally.

**ATTACHMENT 4**

**AWARD-FEE PLAN**

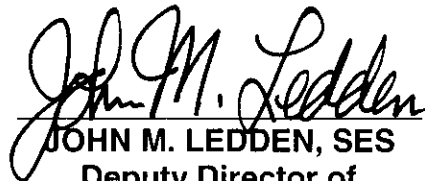
**FOR**

**AIR MOBILITY COMMAND**

**FOR**

**CONTRACTED COMMERCIAL GATEWAY SERVICES  
AT CHARLESTON INTERNATIONAL AIRPORT  
CHARLESTON SC**

**APPROVED:**

A handwritten signature in black ink, appearing to read "John M. Ledden", is written over a horizontal line.

**JOHN M. LEDDEN, SES  
Deputy Director of  
Operations for Transportation  
Directorate of Operations  
Fee Determining Official**

11 JUNE 2001

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**Date of Approval**

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## **Annexes**

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## **AWARD-FEE PLAN**

### **1.0 INTRODUCTION**

This award-fee plan is the basis for the contracted commercial gateway services evaluation of the contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO). It describes specific criteria and procedures used to assess the contractor's performance and to determine the amount of award fee earned. Actual award-fee determinations and the methodology for determining award fee are unilateral decisions made solely at the discretion of the Government.

The award fee will be provided to the contractor through contract modifications and is in addition to the firm-fixed price provisions of the contract. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the Contracting Officer (CO), in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties. Unless the CO gives the contractor specific written notice of any changes to evaluation areas 15 days prior to the start of a new evaluation period, the same evaluation criteria and weights listed for the preceding period will be used in subsequent periods.

### **2.0 ORGANIZATION**

The award-fee organization consists of the Fee Determining Official (FDO); an Award Fee Review Board (AFRB) which consists of the Chief, Aerial Port Operations Division (HQ AMC/DON), the commander or representative of the local aerial port squadron, a representative from the Passenger Traffic and Management Branch (HQ AMC/DONP), and a representative from the Air Transportation Programs Division (HQ AMC/DOZ). The Chief, Aerial Port Operations Division, shall act as chairperson and will resolve matters of dispute within the group. The CO shall serve as advisor to the AFRB. The CO may designate other personnel to assist the AFRB in their efforts. The FDO, AFRB members, and performance monitors are listed in Annex 1.

### **3.0 RESPONSIBILITIES**

a. **Fee Determining Official.** The FDO approves the award-fee plan and any significant changes. AFRB members are approved by the FDO. The FDO reviews the recommendation(s) of the AFRB, considers all pertinent data, and unilaterally determines the earned award-fee amount for each evaluation period.

b. **Award Fee Review Board**. AFRB members review Performance Monitors' evaluation of the contractor's performance, consider all information from pertinent sources, prepare interim performance reports, and arrive at an earned award-fee recommendation to be presented to the FDO. The AFRB may also recommend changes to the award fee plan. If the contractor provides written or verbal self-assessment of its performance, the AFRB must consider this assessment when developing the earned award-fee recommendation to the FDO.

c. **AFRB Recorder**. The AFRB recorder is responsible for coordinating the administrative actions required by the Performance Monitors, the AFRB and the FDO, including: 1) receipt, processing and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; 3) accomplishing other actions required to ensure the smooth operation of the award fee; and 4) scheduling FDO determination debriefing with the contractor.

d. **Contracting Officer (CO)**. The CO is the liaison between contractor and Government personnel.

e. **Functional Area Chief (FAC)**. The designated government official responsible for management of the Terminal Services Program.

e. **Performance Monitors**. Performance Monitors maintain written records of the contractor's performance in their assigned evaluation area(s) so that a fair and accurate evaluation is obtained. Prepare interim and end-of-period evaluation reports as directed by the AFRB.

#### **4.0 AWARD-FEE PROCESSES**

a. Available Award-Fee Amount. The available award fee for each evaluation period is shown in Annex 2. The award fee earned will be paid based on the contractor's overall performance of the evaluation criteria in Annex 3. Individual evaluation criteria are not weighted. The award fee percentages earned are based on an overall rating of Excellent (91-100%), Very Good (41-90%), Good (1-40%), Satisfactory (0%), and Unsatisfactory (0%).

b. Evaluation Criteria. If the CO does not give specific notice in writing to the contractor of any change to the evaluation criteria prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award-fee evaluation period. Any changes to evaluation criteria will be made by revising Annex 3 and notifying the contractor.

c. Interim Evaluation Process. Performance monitors submit their evaluation reports to the FAC every month. Reports will fully document the contractor's performance during the period. An overall rating of "EXCELLENT,"

VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY” will be assessed on each completed report to the FAC. In addition to the reports, performance monitors will collect all observations (e.g., customer complaints/surveys, etc.) and submit to the FAC every month. All reports/performance indicators will be consolidated by the FAC into a performance report and submitted to the CO with the recommended rating (EXCELLENT, VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY) not later than the fifteenth (15<sup>th</sup>) calendar day after the close of each monthly reporting period. These reports will be forwarded to the contractor within twenty (20) calendar days after the close of each monthly reporting period. The CO may also issue letters at any other time when it is deemed necessary to highlight areas of Government concern.

d. End-of-Period Evaluations. The CO shall consolidate the FAC’s monthly performance reports at the close of each semiannual evaluation period and forward an integrated report to the AFRB within twenty (20) calendar days. The AFRB shall convene at Scott AFB IL within thirty (30) calendar days after the close of each evaluation period to evaluate contractor performance and will make a fee recommendation to the FDO upon review of all inputs. The contractor may address the AFRB for the purpose of submitting any information bearing on performance evaluation in the Government’s semiannual narrative performance report. The AFRB will consider the contractor’s presentation prior to finalizing their fee recommendation and rationale to the FDO. At this time, the AFRB may also recommend any significant changes to the award-fee plan for FDO approval. The FDO determines the overall rating and earned award-fee amount for the evaluation period within seven (7) calendar days after each evaluation period. The FDO letter informs the contractor of the earned award-fee amount. The CO issues a contract modification within ten (10) calendar days after the FDO’s decision is made authorizing payment of the earned-award-fee amount.

e. Contractor’s Self-Assessment. The contractor is encouraged to submit his own summary of the accomplishments to be considered by the AFRB. The summary may include an overall rating of “EXCELLENT, VERY GOOD, GOOD, SATISFACTORY, or UNSATISFACTORY.” When the contractor chooses to submit a self-evaluation, it must be submitted to the Administrative Contracting Officer identified in Block 16 of the SF 1449 by the 5<sup>th</sup> workday of the following month. This written assessment of the contractor’s performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFRB in evaluating the contractor’s performance. The contractor’s self-assessment may not exceed five (5) pages. The contractor will be invited to attend the AFRB meeting and shall be given the opportunity to present a 30-minute briefing to the AFRB during the meeting. However, attendance is not mandatory and a written/visual presentation may be sent to the board. Any written material the contractor wishes to present to the board must be provided to the CO at least 5 workdays prior to the scheduled date of the AFRB.

## **5.0 AWARD-FEE PLAN CHANGE PROCEDURE**

All significant changes are approved by the FDO; the AFRB Chairperson approves other changes. Examples of significant changes include changing evaluation criteria, adjusting weights to redirect contractor's emphasis to areas needing improvement, and revising the distribution of the award-fee dollars. The contractor may recommend changes to the CO no later than fifteen (15) calendar days prior to the beginning of the new evaluation period. After approval, the CO shall notify the contractor in writing of any change(s). Unilateral changes may be made to the award-fee plan if the contractor is provided written notification by the contracting officer before the start of the upcoming evaluation period. Changes affecting the current evaluation period must be by mutual agreement of both parties.

## **6.0 CONTRACT TERMINATION**

If the contract is terminated for the convenience of the Government after the start of an award-fee evaluation period, the award fee deemed earned for that period shall be determined by the FDO using the normal award-fee evaluation process. After termination for convenience, the remaining award-fee amounts allocated to all subsequent award-fee evaluation periods cannot be earned by the contractor and, therefore, shall not be paid.

### **3 Annexes**

- 1. Award-fee Organization**
- 2. Award-Fee Allocation by Evaluation Periods**
- 3. Evaluation Criteria**

## **ANNEX 1 AWARD-FEE ORGANIZATION**

### **Members\***

Fee Determining Official: Assistant Director for Transportation, Directorate of Operations	HQ AMC/ADO-T
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Award Fee Review Board Chairperson: Chief, Aerial Port Operations Division	HQ AMC/DON
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#### Voting Award Fee Review Board Members:

Chief, Aerial Port Operations Division	HQ AMC/DON
Local Aerial Port Squadron Cmdr or Rep	437 APS/CC
Passenger Traffic & Mgmt Branch Rep	HQ AMC/DONP
Air Transportation Programs Division Rep	HQ AMC/DOZ

#### Advisory Members:

Chief, Contract Airlift Division	HQ AMD/DOY
Chief, Specialized Airlift & Services Branch	HQ AMC/DOYR
Contracting Officer	HQ AMC/DOYR
Judge Advocate Staff Member	HQ AMC/JA
Technical and Functional Experts	VARIOUS OFFICES

#### Administrative Members:

Recorder	HQ AMC/DOYR
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\* In the event of absence of the FDO or any members of the AFRB, persons with similar qualifications may be substituted.



## **Performance Monitors**

<b><u>Area of Evaluation</u></b>	<b><u>Performance Monitor(s)</u></b>
All Areas of Evaluation	FAC, 437 APS/TRG Chief QAE, 437 APS/TRG QAEs, 437 APS/TRG

## **ANNEX 2**

### **AWARD-FEE ALLOCATION BY EVALUATION PERIODS**

The award fee earned by the contractor will be determined at the completion of evaluation periods shown below. The dollars shown corresponding to each period is the maximum available-award-fee amount that can be earned during that particular period.

<b>Evaluation Period</b>	<b>From</b>	<b>To</b>	<b>Available Award Fee</b>
1	1 Oct	31 Mar	\$11,000.00
2	1 Apr	30 Sep	\$11,000.00

## ANNEX 3

### EVALUATION CRITERION

#### CUSTOMER SERVICE

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Customer Service</b> – Contractor has met contract standards and performance is adequate.	<b>Customer Service</b> – Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Customer Service</b> – Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Customer Service</b> – Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

### EVALUATION CRITERION

#### AIR TERMINAL OPERATIONS

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Air Terminal Operations</b> – Contractor has met contract standards and performance is adequate.	<b>Air Terminal Operations</b> – Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Air Terminal Operations</b> – Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Air Terminal Operations</b> – Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### PASSENGER SERVICES

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Passenger Service -</b> Contractor has met contract standards and performance is adequate.	<b>Passenger Service -</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Passenger Service -</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Passenger Service -</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### BAGGAGE SERVICES

<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Baggage Service –</b> Contractor has met contract standards and performance is adequate.	<b>Baggage Service –</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Baggage Service –</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Baggage Service –</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

## EVALUATION CRITERION

### MANAGEMENT

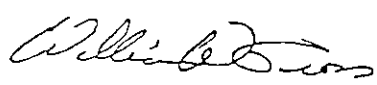
<b>UNSATISFACTORY</b> – Contractor fails to meet criteria for Satisfactory performance.			
<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>	<b>EXCELLENT</b>
<b>Management –</b> Contractor has met contract standards and performance is adequate.	<b>Management –</b> Contractor's performance of some tasks is above standard and the government has received small, tangible benefits in the form of enhanced quality service.	<b>Management –</b> Contractor's performance of most tasks is above standard and the government has received moderate, tangible benefits in the form of enhanced quality service.	<b>Management –</b> Contractor's performance of virtually all tasks is consistently above standard and the government has received significant, tangible benefits in the form of enhanced quality service.

REGISTER OF WAGE DETERMINATIONS UNDER  
THE SERVICE CONTRACT ACT  
By direction of the Secretary of Labor

SOLICITATION NO: F11626-01-R-0017

Page 1 of 4

U.S. DEPARTMENT OF LABOR  
EMPLOYMENT STANDARDS ADMINISTRATION  
WAGE AND HOUR DIVISION  
WASHINGTON, D.C. 20210

  
William W. Gross  
Director

Division of  
Wage Determinations

Wage Determination No.: 1993-0200  
Revision No.: 9  
Date of Last Revision: 07/15/2000

States: Alaska, California, Maryland, Missouri, Pennsylvania, South Carolina, Washington

Area: Alaska Statewide  
California County of Los Angeles  
Maryland County of Baltimore  
Missouri County of St. Louis  
Pennsylvania County of Philadelphia  
South Carolina County of Charleston  
Washington Counties of King, Pierce

\*\* Fringe Benefits Required Follow the Occupational Listing \*\*

Employed on U.S. Air Force contracts for air transportation services.

OCCUPATION TITLE

MINIMUM WAGE RATE

Bus Driver	
Customer Service/Gate Agent :	18.72
Alaska (Statewide)	
California, Los Angeles	15.47
Maryland, Baltimore	11.73
Missouri, St. Louis	10.84
Pennsylvania, Philadelphia	9.57
South Carolina, Charleston	11.35
Washington, Seattle	9.68
Washington, Tacoma	10.65
Forklift Operator	10.65
Heavy Equipment Operator	17.20
Lead Customer Service/Gate Agent :	24.96
Alaska (Statewide)	
California, Los Angeles	17.31
Maryland, Baltimore	14.16
Missouri, St. Louis	11.90
Pennsylvania, Philadelphia	11.06
South Carolina, Charleston	12.44
Washington, Seattle	10.88
Washington, Tacoma	12.43
Senior Customer Service/Gate Agent :	11.76
Alaska (Statewide)	
California, Los Angeles	17.94
Maryland, Baltimore	15.58
Missouri, St. Louis	12.95
Pennsylvania, Philadelphia	13.01
South Carolina, Charleston	14.79
	13.85

Washington, Seattle  
Washington, Tacoma

13.83  
13.60

The rates listed for Heavy Equipment Operator, Bus Driver, and Forklift Operator apply only to the Alaska (Statewide) location.

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ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

**HEALTH & WELFARE:** Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

**VACATION:** 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

**HOLIDAYS:** A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

**VACATION:** [Applies to the Alaska, California, Washington (Seattle) locations only.] 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

**HOLIDAY:** [Applies to the Alaska location only.] A minimum of eleven paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

**\*\* UNIFORM ALLOWANCE \*\***

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**\*\* NOTES APPLYING TO THIS WAGE DETERMINATION \*\***

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997,

unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

**REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Standard Form 1444 (SF 1444))**

**Conformance Process:**

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

**\*\* OCCUPATIONS NOT INCLUDED IN THE SCA DIRECTORY OF OCCUPATIONS \*\***

**Customer Service/Gate Agent**

Operates and maintains airline terminal counter workstations for DOD passenger processing. Processes and assists passengers through flight check-in procedures using remote computer terminals or by manual entries if necessary. Verifies names on passenger manifests. Issues boarding passes. Briefs passengers on boarding times and procedures, and for special instructions. Receives, checks, and tags baggage for proper weight and destination. Collects, records, and accounts for appropriate funds from paying passengers. Prepares, maintains and disposes of passenger travel documentation. May receive and relay messages form and/or for DOD passengers. Applies DOD protocol procedures in assisting traveling military and DOD distinguished visitors. Prepares, maintains, and updates Defense Budget Operating Fund - Transportation



(DBOF-T) records, and other accounting and finance data on passenger travel information systems. Examines passport and visas to insure border clearance requirements are met. Examines pet containers for proper size and pet documentation for compliance with country entry requirements. Directs passengers to boarding areas. Assists in the orderly boarding of the aircraft. Assists arriving passengers through baggage and customs areas, and with arrival or flight-connecting information. Prepares and maintains records on lost, found, or damaged baggage or other customer property. Assist passengers in reporting lost property. May respond to inquiries from airlines and DOD components regarding passenger movement and other information. Maintains clean and orderly passenger counter areas, and insures that counters are properly stocked with adequate and appropriate flight processing materials.

**Lead Customer Service/Gate Agent**

Performs all duties and functions of the Customer Service/Gate Agent. Assists Customer Service/Gate Agents in processing all unique or complex customer service functions. Performs group flight check-in functions. Coordinates activities with the military representative of the group. Makes decisions based on appropriate regulations and DOD guidance. Observes and assists Customer Service/Gate Agent to insure that all services provided to passengers are performed correctly and courteously. Reviews all reports and documentation preparing, maintaining, and updating passenger and financial computer information systems.

**Senior Customer Service/Gate Agent**

May perform all duties and functions of the Customer Service/Gate Agents and Leads. Performs flight closeout procedures, including completing the appropriate aircraft delay messages. Responsible for maintaining and updating accounting and finance data on passenger travel computer information systems. Reviews and approves reports prepared by Customer Service /Gate Agents or Leads. Reviews and approves passport and visa requirements for non-active military passengers. Responsible for completion of passenger property lost and found procedures, including informing the passengers of status of lost or found property, and arranging for follow-up and return of found property to the customers. Complete reports on lost and found passenger property. Dispose of all unclaimed passenger property in accordance with regulations. May schedule and direct the work of lower classifications.

PAST AND PRESENT PERFORMANCE SURVEY  
FOR OFFICIAL USE ONLY (When Filled In)

**A. General Information:**

Contractor's Name:

Address:

Contract Number Provided by Offeror: \_\_\_\_\_ Dollar Amount: \_\_\_\_\_

Project Title or Brief Description of Work: \_\_\_\_\_

Contract Period or Dates of Performance Provided by Offeror: \_\_\_\_\_

Contractor Performed as the ( ) Prime Contractor ( ) Sub-Contractor

**B. Respondent Information:**

Name of Respondent: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_**C. FAX completed survey form to:**

HQ AMC/DOYR  
ATTN: Joyce Pavlak  
402 Scott Drive Unit 3A1  
Scott AFB IL 62225-5302

Phone: (618) 229-4454  
DSN: 779-4454  
FAX: (618) 256-8316

**D. Performance Information:**

<u>CODE</u>	<u>PERFORMANCE LEVEL</u>
E	EXCEPTIONAL - Performance met all contract requirements and exceeded many to the government's benefit. Problems, if any, were negligible and were resolved in a timely, highly effective manner.
VG	VERY GOOD - Performance met all contract requirements and exceeded some to the government's benefit. There were a few minor problems which the contractor resolved in a timely, effective manner.
S	SATISFACTORY - Performance met contract requirements. There were some minor problems and corrective actions taken by the contractor were satisfactory.
N	NEUTRAL - No record of past performance or the record is inconclusive.
M	MARGINAL - Performance did not meet some contractual requirements. There were problems, some of a serious nature, for which corrective action was only marginally effective.
U	UNSATISFACTORY - Performance did not meet most contractual requirements. There were serious problems and the contractor's corrective actions were ineffective.

PAST AND PRESENT PERFORMANCE SURVEY  
FOR OFFICIAL USE ONLY (When Filled In)

**E. Circle the appropriate letter for each item on the questionnaire and provide narrative justification.**

**EVALUATION AREAS**

1. Contractor personnel/supervision.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
2. Quality of service.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
3. Contractor quality control.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
4. Commercial business practices.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
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5. Emergency responsiveness.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
6. Provided timely resolution of discrepancies.	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
7. Identified risks/problems as they occurred	E	VG	S	N	M	U	N/A
<hr/>							
<hr/>							
<hr/>							
8. Suggested alternative approaches to problems	E	VG	S	N	M	U	N/A
<hr/>							
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PAST AND PRESENT PERFORMANCE SURVEY  
FOR OFFICIAL USE ONLY (When Filled In)

9. Displayed initiative to solve problems	E	VG	S	N	M	U	N/A
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10 Overall rating/customer satisfaction.	E	VG	S	N	M	U	N/A
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IF MORE COMMENT SPACE IS NEEDED, WRITE ON BACK OR ATTACH PAGES.